



## Job Description

<b>Job Title</b>	IT Services Support Officer
<b>Department</b>	IT Services
<b>Reporting to:</b>	IT Services Team Leader
<b>Main Purpose of the role</b>	
To assist in the support and provision of IT systems across SGS college with a specific focus on the end user.	
<b>Key Tasks / responsibilities:</b>	
<p>All tasks to be carried out in a Total Quality manner, consistent with the Corporations culture.</p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> / 2<sup>nd</sup> line support</li> <li>• To undertake the deployment of hardware and software throughout the college</li> <li>• Assistive technology support</li> <li>• To assist in the effective operation of the IT Helpdesk system, ensuring problems and requests are dealt with in a timely manner, and in line with the IT Services Level Agreement.</li> <li>• To update the College's IT hardware register, ensuring all equipment is accounted for and records are kept up to date.</li> <li>• To assist with the college asset registering and disposal of IT equipment taking into account applicable directives (WEEE)</li> <li>• A requirement to support technologies encompassing but not limited to desktops, laptops, tablets, print devices.</li> <li>• To undertake the recommendation and purchasing of new IT equipment in line with the college IT and purchasing policies.</li> <li>• To support and maintain the colleges AV equipment.</li> <li>• Printer and copier fleet support and troubleshooting.</li> <li>• It will be a requirement of the job to work at multiple sites on an ongoing basis.</li> </ul>	
<b>Role Dimensions</b>	
<ul style="list-style-type: none"> <li>• Support of 8000 users</li> <li>• Support of 3000 network devices</li> </ul>	

Key Interfaces					
<ul style="list-style-type: none"> <li>• Users</li> <li>• Suppliers</li> <li>• Auditors</li> </ul>					
Measurable Performance Standards					
<ul style="list-style-type: none"> <li>• Availability</li> <li>• Performance against Response Times</li> <li>• IT Service delivery</li> <li>• Successful completion of appraisal</li> </ul>					
Critical Competencies					
<ul style="list-style-type: none"> <li>• Takes Initiative</li> <li>• Enthusiastic</li> <li>• Interpersonal Skills</li> <li>• Optimistic</li> <li>• Team</li> </ul> Role specific competencies : <ul style="list-style-type: none"> <li>• Analytical</li> <li>• Research / Learning</li> </ul>					
Experience / Skills					
<ul style="list-style-type: none"> <li>• NVQ level 3, A Level or equivalent in I.T. Maths and English GCSE (Grade A-D) or equivalent: Essential</li> <li>• Minimum 1 years' experience in a PC support Role: Essential</li> <li>• 1<sup>st</sup> line support: Essential</li> <li>• 2<sup>nd</sup> line support: Desirable</li> <li>• A working knowledge of Active Directory : Desirable</li> <li>• Strong working knowledge of Microsoft operating systems and desktop products : Essential</li> <li>• Basic network cabling and troubleshooting</li> </ul>					
Level of Disclosure and Barring (DBS) disclosure required					
Enhanced DBS with a child barred list.					
Author and Date					
Job Evaluation (HR Completion)					
Score		Profile		Level	

As the needs of the College change so the above job profile, duties and location of the role within the College will be adjusted accordingly.

Where an employee indicates a disability, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all of the duties of the post. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.



## Person Specification

### IT Services Assistant Support Officer

Criteria	Essential	Desirable	Assessed by
<b>Qualifications and attainments</b>			
IT Literate	✓		Application form
Recently updated safeguarding training		✓	Application form
A willingness to undertake appropriate Continuing Professional Development	✓		Application form/interview
<b>Experience and knowledge</b>			
Minimum 1 years' experience in a PC support Role	✓		Application form
Experience of desktop and application support	✓		Application form
Experience of Apple Mac Support		✓	Application form
<b>Skills and attributes/traits</b>			
Highly developed communication, liaison and networking skills.	✓		Application form/ interview
The ability to analyse and solve problems in a timely fashion.	✓		Application form/ interview
The ability and determination to promote equality and diversity throughout all aspects of College life, including employment and service delivery.	✓		Application form/ interview

Possess high standards, be conscientious and have excellent organisational skills, being able to prioritise workloads and meet deadlines	✓		Application form/ interview
Takes Initiative; The tendency to perceive what is necessary to be accomplished and to proceed on one's own.		✓	Application form/ interview
Enthusiastic; The tendency to be eager and excited towards one's own goals	✓		Application form/ interview
Influencing; The tendency to try to persuade others		✓	Application form/ interview
Interpersonal Skills; The tendency to have a balance of traits that relate to effective interaction with others	✓		Application form/ interview
Optimistic; The tendency to believe the future will be positive	✓		Application form/ interview
Team; The enjoyment of working closely in a cooperative effort with others	✓		Application form/ interview
Analytical; The tendency to logically examine facts and situations.	✓		
Research / learning; The enjoyment of gathering and comprehending new information	✓		