Job Description

POST:　　　　I.T. Technician/Demonstrator

HOURS:　　　37 Hours Per Week (whole year)

GRADE:　　　Scale 4

LOCATION:　　Hartlepool

LINE MANAGER:　System Development Manager

JOB PURPOSE:

1. To provide technical support, instruction and supervision to students in the safe and correct use of the IT related hardware and software within their designated course. This includes assistance to academic staff during practical sessions, maintenance of equipment, maintaining and supervising the safe and efficient operation of the teaching area and providing technical support in the development of the lecturers' practical work with the students. It is expected that Technician/Demonstrator posts are timetabled by the Line Manager in reference to the academic requirements of each of the supported courses. The post may include sessions of student supervision and assistance outside of timetabled teaching sessions. The post may contain some delivery of materials to students.

2. To provide assistance to other IT staff on specific IT projects. This will require the technician to operate as a general computer technician in the support of all the IT related equipment and software within Cleveland School of Art & Design.

PRINCIPAL DUTIES:

1. To provide specialist technical support and supervision for the operation of computer suites;

2. To ensure that all procedures in respect of the preparation and setting-up of all equipment and materials for all staff and students are carried out;

3. To ensure that all necessary maintenance procedures for hardware, software and consumables are carried out regularly and that any faults are diagnosed quickly and appropriate action is taken;

4. To ensure that all relevant hardware, software and consumables are stored correctly and safely when not in use. Also that all security and safety measures are properly adhered to;

5. To ensure as directed that consumable levels are maintained and that procedures for ordering consumables are adhered to and carried out efficiently to prevent shortages and delays in the availability of equipment and materials;

6. To provide guidance, support and instruction to students and academic staff on the correct technical use of equipment and materials in accordance with safe and approved practice;

7. To provide technical support and assistance throughout the School with regard to handling, setting-up, maintenance and storage of all IT related hardware, software and consumables;

8. To attend to all such matters as related to the secure, safe and efficient operation of the IT suites as required including:

    ♦ ordering and stock control of equipment and materials

    ♦ effective and efficient organisation and maintenance of the computer suites in order to meet changing curriculum needs

    ♦ maintenance of a safe, health and secure working environment including the supervision of students and staff working within it

    ♦ monitoring of health and safety standards and systems within the workshop and the maintenance of up-to-date records regarding all aspects of IT e.g. licensing, system audits etc.

    ♦ advice on the purchase of equipment, in co-ordination with IT team

9. To work in conjunction with the IT technical support staff in order to provide School wide support on more general IT technical matters;

10. To support the School network and associated computers, peripherals and software;

11. To carry out basic active directory maintenance and support;

12. To perform routine scheduled updates such as operating system and software updates;

13. To carry out maintenance of computers/peripherals/software and integration into our active directory structure;

14. To carry out asset database maintenance;

15. To liaise with suppliers in order to source components, services and software;

16. To liaise with vendors to arrange any hardware servicing or repairs that maybe required;

17. To carry out any general relocation of equipment within the School;

18. To carry out installation of software, as appropriate to licensing agreements;

19. To provide training of staff in the use of applications;

20. To carry out virus/malware updates and control;

GENERAL ACCOUNTABILITIES:

1. Ensure other members of the team have information to cover effectively for you in your absence;

2. To engage in professional development and networking to ensure that professional, and strategic contributions are up-to-date;

3. Ensure that the Corporation's Health & Safety Policy is adhered to at all times and take responsibility for general health and safety housekeeping within your work area;

4. Participate actively in the performance management scheme, agreeing objectives, attending reviews and undertaking professional development as required;

5. Ensure that the Corporation's Equality and Diversity policy is adhered to at all times and tackle or report discrimination and harassment wherever it occurs;

6. Ensure the safeguarding of learners at all times and report any potential issues without delay;

7. All employees are expected to be fully committed to policies/processes on equality, diversity, safeguarding and the Prevent Agenda;

8. Any other duties commensurate with the nature and level of the post, as directed by the System Development Manager or the Vice Principal (Student Experience);

9. This list is not exhaustive and is only an indication of responsibilities.

DIMENSIONS:
The post holder will be one of a number of Technical Staff providing general and specialist assistance across the full range of School functions and sites. The team will include technician / demonstrators and technicians, as deemed necessary by the School management.

A Line manager will be appointed for day to day functioning within the post. From time to time it is anticipated that variations of working patterns, for example cross School teamwork on projects, will be required. These will be at the request of the Principal or designate Senior Manager.

RELATIONSHIPS WITH OTHERS:

- INTERNAL
  All colleagues and students within the School as a whole, including attendance at and involvement in staff meetings as appropriate.

- EXTERNAL
  Contractors and suppliers as required.

The post holder will be jointly responsible with all other colleagues for ensuring that appropriate Health and Safety standards are maintained throughout the School.

TRAINING AND DEVELOPMENT:
The post holder will be responsible with his / her line manager for identifying personal and organisational development needs and undertaking such training activities deemed necessary to ensure that a high quality, flexible and responsive provision of technical support is delivered.

REVIEW OF JOB DESCRIPTIONS:
This job description is up-to-date as it is at present constituted. It is the practice of the Corporation to periodically examine job descriptions and to update them to ensure that they accurately reflect the duties and responsibilities being undertaken by the post holder, or to incorporate changes in the job description as deemed necessary by management.

This procedure is conducted jointly by the post holder and the Corporation. The post holder is expected to fully participate in such discussions and in the re-formulation of the job description. It is the aim of the Corporation to reach an agreement on the changes, however, the Corporation reserves the right to insist on amendments to the job description after consultation with the post holder.

Signed _____ Date: _____
          Technician Demonstrator

Signed _____ Date: _____
          System Development Manager

<u>Person Specification</u>

I.T. Technician/Demonstrator

Specification	Essential	Desirable	Application form / CV	Interview / selection test	Reference
Qualifications/Experience					
Degree/HND or equivalent qualification in IT or a related subject or equivalent exempting experience	Y		Y		
Professional IT accreditation e.g. MCSE, MCSA, MCITP		Y	Y		
Experience/Knowledge					
Experience of working with relevant IT applications and networks (see technical skills below)	Y		Y	Y	Y
Experience of working with children or vulnerable adults		Y	Y	Y	Y
Experience of delivering and/or designing training, preferably to non-IT professionals		Y	Y	Y	Y
Preferred Abilities					
Able to demonstrate currency of skills and knowledge	Y		Y	Y	Y
Proactive thinker, able to look at systems and identify areas for improvement	Y		Y	Y	Y
Systematic in approach to supporting systems	Y			Y	Y
Good analytical skills – ability to analyse a problem scenario and determine the best solution	Y			Y	Y

Specification	Essential	Desirable	Application form / CV	Interview / selection test	Reference
Effective verbal and written communication skills	Y			Y	Y
Effective interpersonal skills; able to relate to staff from a wide variety of disciplines and with varying degrees of IT knowledge	Y			Y	Y
Organisational skills and the ability to effectively prioritise and plan a busy workload	Y		Y	Y	Y
Willing to deliver hours flexibly according to need	Y		Y	Y	Y
Adaptable – able to respond to varying needs of the service	Y			Y	Y
Ability to work unsupervised and on own initiative	Y			Y	Y
Committed to regular updating of skills and knowledge	Y		Y	Y	Y
Able to work to tight deadlines	Y		Y	Y	Y
Able to set realistic targets and ensure their delivery	Y			Y	Y
Excellent team player, able to work within a team of IT professionals	Y			Y	Y
Punctual and reliable	Y			Y	Y
Technical Skills					
Microsoft Windows Server & Active Directory		Y	Y	Y	Y
Microsoft Windows	Y		Y	Y	Y
Mac OS		Y	Y	Y	Y

Specification	Essential	Desirable	Application form / CV	Interview / selection test	Reference
Microsoft Office	Y		Y	Y	Y
VMWare		Y	Y		
Adobe Creative Cloud	Y		Y	Y	Y