

POST TITLE:	Technology Services Development Engineer
CONDITIONS:	Administrative, Professional, Technical & Clerical
HOURS:	37 hours per week Flexible hours which may include evenings/weekends when required
GRADE:	APT & C Scale Scale 5 Points 22 - 25 £19,856 - £21,806 per annum
DIRECTLY RESPONSIBLE TO:	Technology Systems Development Manager
SPECIAL CONDITIONS:	<p>This position is subject to probationary period of 6 months, upon successful completion of which the position will become permanent.</p> <p>A full enhanced check via the Disclosure & Barring Service will be required for this post.</p>
CLOSING DATE:	Friday 8 December 2017- midday
INTERVIEW DATE:	TBC
POST NO:	B850

"If you experience any difficulties in accessing any employment information or completing the College application form please contact Clare Baker (Assistant Human Resources Manager) at cbaker@craven-college.ac.uk for assistance"

JOB SPECIFICATION

MAIN JOB PURPOSE

To assist with the installation, upgrade and maintenance of technology hardware/software and systems across all College sites to ensure an efficient, courteous and reliable service to users. To work in close conjunction with the Technology Services Development Manager in the provision of an effective and efficient technology customer service, supporting users across the College.

KEY DUTIES AND RESPONSIBILITIES

This job description is a guide to the duties you will be expected to perform immediately on your appointment. These may change in the future in line with the strategic direction and development of the College:

- To work as a team member of the Technology Services Department in the provision of a high quality technology customer service, delivering work schedules and developing safe working practices;
- To assist with the installation, upgrade and maintenance of technology, hardware/software systems across College;
- To offer an efficient support service for users in teaching/non-teaching areas at a variety of College sites and venues in line with the needs of the College;
- To support staff in the installation and usage of specialist software and assist users with the preparation and general operation of IT equipment and systems;
- To check that teaching equipment and facilities are in good working order on a daily basis on the various College sites;
- To identify and report problems with existing IT equipment and systems and resolve and repair where possible in conjunction with the Technology Services Development Manager;
- To maintain an efficient schedule for cleaning and servicing IT equipment in line with manufacturer's guidelines and good practice;
- To assist with the maintenance of IT inventory and configuration records;
- To assist with the control of IT component usage across the College;
- To assist in the maintenance of a comprehensive data backup programme;
- To keep up to date with current developments in IT and undertake further training as required;
- To work flexibly, including weekends and evenings as required;
- To carry out all duties in accordance with the requirements of current legislation e.g Data Protection and RIP regulations;
- You will be expected to be fully conversant with and implement the College's range of safeguarding policies and procedures, to ensure the health, safety and welfare of all learners and staff;
- To participate in the College appraisal scheme and undertake further professional development in line with the needs of the College;
- Any other duties commensurate with grade and status as may reasonably be requested or appropriately assigned as designated duties.

PERSON SPECIFICATION

The person we are hoping to appoint will meet all the following essential requirements and some or all of the desirable requirements.

ESSENTIAL REQUIREMENTS

- Qualified or working towards Microsoft Certified Qualification
- Technical Knowledge and practical experience in installation and maintenance of hardware and software systems;
- Good standard of general education, minimum NVQ Level II or equivalent;
- Good interpersonal skills with the ability to relate to and support users in a caring and helpful manner;
- Ability to manage own time effectively and prioritise work to meet tight deadlines;
- Proven experience of working as an effective team member;
- Ability to work on own initiative;
- Ability to work flexibility to meet the needs of the College;
- Clean driving licence and access to appropriately insured vehicle.

DESIRABLE REQUIREMENTS

- Range of relevant IT specialist practical skills/qualifications;
- Knowledge of current learning technologies and IT developments.