**JOB SPECIFICATION**

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| **MYERSCOUGH AND PROUD** |
| At Myerscough College and University Centre we have a nationally and internationally recognised Further Education, Higher Education, Adult Education and Apprenticeship provision. The Further Education provision is well established, the Higher Education provision has a well-recognised partnership with UCLan and the apprenticeship provision is operational nationally. We offer a rewarding and enjoyable working environment, where colleagues are inspired to make a positive difference to the educational experience and employability of our students. We are one of the top five largest land-based and sports colleges in the UK. |

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| **JOB TITLE** | **AREA OF WORK** |
| Network Technician | IT & MIS |
| **SALARY** | **BENEFITS** |
| £26,808 - £31,536 per annum, relating to qualifications and experience | Local Government Pension Scheme  26 days holiday rising to 31 days following 5 years’ service plus Bank Holidays to include up to 5 days to be taken between Christmas and New Year at direction of the Principal |
| **LINE MANAGER(S)** | **LINE MANAGER FOR** |
| Director of IT & MIS | Desktop Support Team |
| **KEY TASKS AND RESPONSIBILITIES** | |
| Support and development of the College wireless, core and edge networks. To manage the telecommunications and collaboration tools infrastructure.  The postholder will work closely with the Network manager and deputise when required.  The post holder will co-operate and liaise with other members of staff maintaining channels of effective communication.  You will work in a safe manner at all times in accordance with Health & Safety regulations and ensure students comply with Health & Safety at all times. | |
| **DUTIES** | |
| Participate in the installation, monitoring, maintenance, support and configuration of all network hardware, software, and communication links.  Analyse and resolve network hardware and software problems.  To support the College virtual environments (VMWare)  To support the Hyper converged Infrastructure (SimpliVity) and Network Attached Storage devices. | |
| To support the Backup and data recovery systems (VEEAM, SimpliVity, Wasabi).  To support the Meraki Managed Wi Fi Service and related technologies.  To support the Network Security systems including Fortigate firewalls, Cisco Umbrella, Barracuda Sentinel and Forensics mail and web filtering systems.  To support the Cisco Meraki core network and ancillary devices.  To act as the Office 365 Cloud based collaborative tools administrator.  To support Microsoft Exchange  To support PC and server hardware installation and maintenance.  To maintain the structured cabling infrastructure.  To support and maintain the telecoms infrastructure (3CX)  To support and maintain the MFD and printer estate.  Provide training to colleagues and end users where required.  Maintain network systems documentation and update of the configuration management database.  Liaise with suppliers and support providers where required.  To assist all our users with any logged IT related incident when called upon.  To take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other support teams where necessary.  To accurately record, update and document requests using the IT service desk system.  Occasional out of hours IT duties as required.  To take an active role in all team activities to ensure full compliance with agreed safety, quality and environmental standards and expectations.  To work flexibly within own range of competence, undertaking the appropriate training and development to extend skills and abilities to meet the needs of the College. | |

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| **DUTIES** |
| You will be a role model and promote the College values:   * **Learning -**Our delivery will be high quality and innovative with students at the heart of decision making. * **People -**We will enable staff and students to fulfil their potential whilst promoting resilience, leadership, accountability and teamwork. * **Sustainability -**We will provide a happy, healthy, safe, supportive and sustainable environment in which to live, work and study. * **FREDIE** - We will advance **FREDIE**:  Fairness, respect, equality, diversity, inclusion, engagement in all we do. |
| Promote College sustainability policies and strategies by personal commitment and leading by example and complying with all quality and environmental standards and expectations. This includes active involvement in carbon reduction, embedding of carbon reduction practices (lights off, heating down etc.) and being vigilant in relation to the College’s approach to Reduce, Reuse and Recycle ethos.  Actively participate in the Annual Review and Development process in line with individual needs and College strategic plan priorities. Agree objectives with the Line Manager and ensure they are achieved.  Be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults at all times in line with the College’s own Safeguarding Policy and practices.  Be thoroughly aware of College Health and Safety policies and procedures, attend mandatory health and safety training appropriate to the role and ensure the full implementation of College policies, procedures across all areas of responsibility. Ensure that employees within line management are also compliant with the policies, procedures and training requirements including reporting and recording all accidents and near misses. |

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| **DUTIES** |
| Ensure full adherence to and implementation of the Data Protection Act 1998, the General Data Protection Regulations 25 May 2018 and the College Data Protection Policy and Procedure and ensure that employees within their responsibility.  Any other duties that may reasonably be required by Line Management and the Chief Executive & Principal. |

**Location of work**

You may be required to work at or from any building, location or premises of Myerscough College, and any other establishment where Myerscough College conducts its business.

**Variation to this Job Description**

This is a description of the job as it is at present, and is current at the date of issue.  The job description will be renewed and updated as necessary to ensure that appropriate revisions are incorporated, and that it relates to the job to be performed.  This process is conducted jointly with your Line Manager.  You are expected to participate fully in the review and, following discussion, to update your job description as is considered necessary or desirable.  It is our aim to reach agreement on reasonable changes.  However, if such agreement is not forthcoming, Management reserves the right to insist on changes after consultation with you.

**EMPLOYEE SPECIFICATION**

(PI) Post Interview

(A) Assessed via Application form ( I ) Assessed via Interview

(P) Assessed via Presentation in interview (T) Assessed via Test

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| **ESSENTIAL CRITERIA:** | **DESIRABLE CRITERIA:** |
| ***Personal Attributes*** | |
| Presentable and professional appearance (I)  Ability to work as part of a team (A/I)  Ability to work to quality standards (A/I)  Good command of the English language (A/I)  Appropriate level of physical and mental fitness (PI)  Clear, articulate communicator (I)  Excellent customer service skills (A/I)  Good attendance at work record (A) |  |
| ***Attainments*** | |
| GCSE English at Grade C/4 or above (or an equivalent standard) (A/I)  Educated to HND level or above or with equivalent experience in a computing environment (A/I)  Microsoft and or Cisco Certification (A/I) | GCSE Maths at Grade C/4 or above (or an equivalent standard) (A)  Experience of IT in an educational environment (A)  Willingness to consider further study.  Experience of Telecoms infrastructure |
| ***General Intelligence*** | |
| Logical, clear thinker(I)  Numerate (I) |  |
| ***Special Aptitudes*** | |
| Experience of Windows desktop/server applications and operating systems.  Thorough working knowledge of Active Directory and Microsoft networking technologies.  Familiarity with Cisco Meraki Cloud based administration with Wi Fi and Core Network systems.  Familiarity with Cisco Umbrella.  Familiarity with Barracuda Sentinel and Forensics.  Familiarity with managed communication solutions  (i.e. IP, VPN, VOIP Wireless)  Familiarity with configuration of network active equipment (i.e. VLAN, Subnets, QoS)  Understanding of Office 365 Administration.  Familiarity with managed print networks. | Experience in Open-Source solutions. |
| ***Interests*** | |
| Enthusiasm for IT and interest in new technologies | Empathy with education (A/I) |
| ***Disposition*** | |
| Excellent interpersonal skills (I)  Good communication skills (I)  Approachable (I)  Person centred approach (I)  The Ability to learn quickly and adapt to a rapidly changing environment.  Ability to prioritise work and complete tasks within required deadlines.(I)  Ability to generate and communicate ideas (I) |  |
| ***General*** | |
| An understanding of “safeguarding” and its importance within the College \* (A/I)  An understanding of health and safety requirements of a working environment (A/I)  An understanding of Fairness, Respect, Equality, Diversity, Inclusion and Engagement (FREDIE) issues within an educational context (A/I) |  |
| ***Circumstances*** | |
| Willing to apply for Disclosure & Barring Service clearance at Enhanced level (important – further information below).  (A/I)  Ability and willingness to work flexibly (I)  Possess a current driving licence or willing to travel as required by other means (A/I) |  |

\*Interviews will explore issues relating to safeguarding and promoting the welfare of children, including motivation to work with and ability to form and maintain appropriate relationships and personal boundaries with children and young people together with emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline.

**TERMS AND CONDITIONS**

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| **JOB TITLE** | **AREA OF WORK** |
| Network Technician | IT & MIS |
| **SALARY** | HOURS OF WORK |
| £26,808 - £31,536 per annum,  relating to qualifications and experience | 37 hours per week |
| ANNUAL LEAVE ENTITLEMENT | PENSION |
| 26 days holiday, rising to 31 days following 5 years’ service plus Bank Holidays to include up to 5 days to be taken between Christmas and New Year at direction of the Principal | Local Government Pension Scheme  Employee Contribution Rate (as at 1 April 2022)  (based on actual NOT FTE)  Contribution rate %  Up to £15,000 5.5%  £15,001 to £23,600 5.8%  £23,601 to £38,300 6.5%  £38,301 to £48,500 6.8%  £48,501 to £67,900 8.5%  £67,901 to £96,200 9.9%  £96,201 to £113,400 10.5%  £113,401 to £170,100 11.4%  £170,101 or more 12.5%  17.4% Employer  You will automatically become a member of the LGPS |
| PROBATIONARY PERIOD | DRESS CODE |
| A probationary period of nine months applies to new entrants to the College | All post holders are expected to be of a professional and presentable appearance |
| REFERENCES / MEDICAL CLEARANCE / DISCLOSURE | |
| The appointment is subject to the receipt of satisfactory references, medical clearance and Disclosure & Barring Service check/ISA (if applicable).  Occupational Sick pay is not paid during the first four months of service and thereafter is subject to the College’s Sick Pay Scheme  Should your application be successful you will be sent further details via email from eSafeguarding. They are the Registered Umbrella Body we have chosen to complete the Disclosure and Barring Service (DBS) process on your behalf.  Please note that all new employees of the College will be required to pay for their DBS check via eSafeguarding at the time of application (at present £38.00 for an enhanced level check). | |

**DBS UPDATE SERVICE**

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| The Disclosure and Barring Service (DBS) update service lets applicants keep their DBS certificates up to date online and allows employers to check a certificate online. | |
| BENEFITS TO YOU | **HOW TO REGISTER** |
| * Saves you time and money * One DBS certificate may be all you will ever need * Take your DBS certificate from role to role within the same workforce * You are in control of your DBS certificate * Get ahead of the rest and apply for jobs DBS pre checked | You can [register online](https://secure.crbonline.gov.uk/crsc/subscriber) as soon as you have your application reference number. You can ask for the number when you apply for your DBS check.  Or you can wait and [register](https://secure.crbonline.gov.uk/crsc/subscriber) with your certificate number when you receive your DBS certificate. **If so, you must do so within 30 days of the certificate being issued.**  To check the progress of your DBS certificate use the [DBS tracking service.](https://secure.crbonline.gov.uk/enquiry/enquirySearch.do)  **Registration lasts for 1 year and costs £13 per year (payable by debit or credit card only).**  You’ll get an ID number with your registration that you need to log on to the service. Make sure you write it down. |
| WHAT YOU GET | |
| When you join, you’ll get an online account that lets you:   * Take your certificate from one job to the next * Give employers permission to check your certificate online, and see who has checked it * Add or remove a certificate | |