**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** |
| MIS and IT Support Technician  | IT and MIS |
| **SALARY** | **BENEFITS** |
| £19,337 - £26,807 per annum relating to qualifications and experience | Local Government Pension Scheme26 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 and MIS | N/A |
| **KEY TASKS AND RESPONSIBILITIES** |
| This is a hybrid role that will sit between the MIS and IT teams at the College.  The IT function will be to assist in the delivery of first and second line IT support across all College sites, in accordance with agreed processes, procedures, service level agreements and targets. You will assist in the installation of PCs, software and peripherals over all of the college estate and take an active role in maintaining and supporting all AVA equipment. You will assist in the operation of the IT service desk on a rota basis. You will act as primary support for all staff and student queries; aiming for a first time fix or escalating and assigning to the most appropriate team. You will support and maintain computers, software, telecoms kit, network peripherals, MFDs, printers and the technology deployed in learning areas being used by all members of the College community.  The College is currently adopting modern deployment techniques, so the use of MS Endpoint Manager (InTune) will become a significant part of this role. Some administration and fitting of technology related consumables to the virtual estate will be required. Occasional supervision of the student IT Drop-in Centre. You will keep up-to-date records and documentation necessary for the efficient running of the department. You will co-operate and liaise with other members of staff maintaining channels of effective communication. You will be expected to support the service desk and be the first point of call for query resolution.The MIS component of this role will respond to MIS service desk requests, carry out first time fixes relating to the use of College software and applications. You will escalate to more senior colleagues where appropriate. In the medium term this function will be encouraged to develop skills and to be able to fulfil ad hoc requests and small software developments. Familiarity with Microsoft Developer suite will be an advantage.  You will work in a safe manner at all times in accordance with Health and Safety regulations and ensure students comply with Health & Safety at all times.  You will undertake other appropriate duties as required by the Director of IT & MIS elsewhere within the College if requested.  |
| **DUTIES** |
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| * Assist in the provision of the IT Service Desk for all staff and student enquiries, ensuring accurate records are maintained of all incidents, requests for service and requests for change.
* Complete scheduled operational activities as required (backups, AVA maintenance, printer maintenance etc.).

 * Supervision of the IT Drop In Centre on a rota basis as required; ensuring an appropriate learning environment is available for students.
* Operate the printer consumables replacement service and AVA equipment provision.
* To diagnose operational difficulties with desktop devices and to support staff to overcome them.
* To install and configure standard desktop software onto the PC estate using modern deployment methods.
* To service and repair desktop devices including PCs, tablets and peripherals.
* To deploy apps to tablet devices using appropriate software configuration tools. Support the deployment of tablet devices into the classroom.
* Maintenance of the IT Asset Register.
* End user account management.
* Basic network administration including the operation of Barracuda systems, Cisco Umbrella administration.
* Support standard College systems and applications. Account creation, password resets, and software installs.
* Assist in the resolution of queries and ad hoc requests.
* Support for Disaster Recovery and Business Continuity operations
* Excellent customer care skills, maintaining compliance with acceptable use and disciplinary policies.
* Maintain accurate records of stock and all transactions.
* Empathy with staff who are having difficulty with their device.
* Adherence to all new standards and procedures.
* All the above tasks are in support of the Director of IT & MIS , who has overall responsibility for the provision of this service and who may request the post holder to undertake other duties that could be reasonably expected within an IT Department.
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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.
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| 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. 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. |
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**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)Excellent interpersonal skills (A/ I) |  |
| ***Attainments*** |
| GCSE English and Maths at Grade C/4 or above (or an equivalent standard) (A/I)Experience in a computing/ customer service environment (A) Knowledge of Microsoft Office / Office 365 / Windows 10/11 applications (A) Understanding of iOS and Android technology (A/I) Knowledge of standard office packages (A/I)  |  |
| ***General Intelligence*** |
| Good working knowledge of English spelling and grammar (A/ I) Logical, clear thinker (I) Numerate (A/I)  |  |
| ***Special Aptitudes*** |
| Highly organised and efficient (A/ I) Good levels of attention to detail (A/ I) Strong PC literacy skills. (A/ I/ T)An awareness of data protection and the importance of maintaining confidentiality and keeping data safe. (A/I)Experience of using Microsoft Software Development Applications (A/ I)Ability to generate and communicate ideas (I)  | An awareness of the latest Microsoft software packages and technological advancements (SharePoint/ M365/ Microsoft Teams) (A/ T/ T) An awareness of mobile technologies on iOS, Android and Wintel devices (A/ I/ T) Experience of using Microsoft 365 packages (Outlook/ Excel/ Word/ SharePoint/Teams). (A/ I) Experience in the maintenance of the components that comprise modern PCs, Laptops, and iPads and how they interact with each other. (A/ I) An understanding of networking concepts (A/ I)An understanding of virtualisation and the cloud (A/ I)An understanding of Cyber Security, Firewalls, AV and anti-Malware applications (A/ I)An understanding of the principals of software development (A/ I) |
| ***Interests*** |
| An interest in technology and how it is applied in the workplace (A / I)Working knowledge and interest in fixing computer equipment (A/I) | Empathy with education (A/I) |
| ***Disposition*** |
| Excellent interpersonal skills (I)Good communication skills (I)Approachable (I)Person centred approach (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** |
| MIS and IT Support Technician | IT and MIS |
| **SALARY** | HOURS OF WORK |
| £19,337 - £26,807 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% EmployerYou 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 SchemeShould 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 £40.00 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
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