



Network Technician

Job Description

Area	: Networks
Salary	: £25,205 - £28,282 (per annum)
Hours of Work (Full-time/Part-time)	: 37
Line Manager	: Network Manager
Responsibility for	: Support and assist in the provision of quality support for learners, visitors, customers and staff: <i>and</i>
	: Promoting the welfare of children and young people.

Main Purpose of Job:

To support and provide technical support to College IT users covering both hardware and software systems, in accordance with agreed service standards.

- Meets the needs of learners, employers and other stakeholders;
- Is of the highest possible quality in terms of learner outcomes and learner/employer satisfaction;
- Is effective, efficient and provide excellent value for money;
- Reflects the vision, mission, aims and values of the College;
- Is innovative, developmental and sector leading; *and*
- Promotes a culture of excellence and equality.

The post-holder will be a member of the Networks team.

Key Duties and Responsibilities:

- (1) Reflect the vision, mission, aims and values of the College.
- (2) Maintain and repair IT systems and equipment (*hardware, peripherals and software*) to ensure they are functioning effectively, in accordance with agreed service standards.
- (3) Install IT equipment and software to meet user needs.
- (4) Identify persistent and potential problems and suggest and implement solutions.
- (5) Assist with the inventory audits of equipment and software.
- (6) Assist in the development and technical support of the technology infrastructure for both voice and data.

- (7) Work collaboratively with other members of the Network Services team to develop and deliver long-term solutions to meet user needs.

Generic

- (8) Support and promote a culture of innovation, excellence and equality.
- (9) Comply with College policies, procedures and agreements.
- (10) Contribute to the risk management of the College.
- (11) Support and follow the College's strategies on equality, diversity and safeguarding.
- (12) Undertake appropriate staff development activities that support personal development and the changing needs of the College and its environment.
- (13) Be aware of, and responsive to, the changing nature of the College and adopt a flexible and proactive approach to work.
- (14) Undertake such other duties as may reasonably be required commensurate with this grade, at the initial agreed place of work or at other locations in the College catchment area.

This Job Description is current as the date shown. In consultation with the post-holder, it is liable to variation to reflect changes in the job.

Network Technician Person Specification



Assessment Method					
Application Form	*Test	Interview and Presentation	Psychometric Testing	Qualification Certificates	References

*Test = Skills Test/Knowledge Test/Micro Teach/Presentation

Education and Qualifications					
<u>Essential</u>					
• Level 3 Computing qualification	✓			✓	
• GCSE Grade C (4/5) in Maths and English (or equivalent)	✓			✓	
<u>Desirable</u>					
• Possess an industry relevant qualification	✓			✓	
Skills and Experience					
<u>Essential</u>					
• Previous experience or background in an IT/Network environment	✓	✓	✓		
• Excellent organisation skills	✓	✓	✓		
• Appropriate level of digital literacy	✓		✓		
• Ability to maintain confidentiality	✓		✓		
<u>Desirable</u>					
• Previous experience of working with teaching staff and learners	✓		✓		
• Previous experience of supporting training and exam sessions	✓	✓	✓		

Assessment Method					
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Personal Attributes					
<u>Essential</u>					
• Strong interpersonal skills		✓			✓
• Good team worker		✓			✓
• Able to communicate effectively with learners and staff	✓				✓

• Ability to carry out all work with attention to detail	✓		✓			
• An ability to prioritise and work under pressure			✓			✓
• Ability to use own initiative and work with minimum supervision		✓	✓			✓
• Commitment to on-going professional development	✓		✓			✓
• Flexible approach to work			✓			
• Full enhanced DBS						

Update: September 2023