

# IT Technician

## Job Description

<b>Area</b>	: <b>Networks</b>
<b>Salary</b>	: <b>£26,592 - £29,838 (per annum)</b>
<b>Hours of Work (Full-time/Part-time)</b>	: <b>37</b>
<b>Line Manager</b>	: <b>Network Manager</b>
<b>Responsibility for</b>	: 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



**Cheshire College  
South & West**

Assessment Method						
Application Form	*Test	Interview and Presentation	Psychometric Testing	Qualification Certificates	References	
<b>Education and Qualifications</b>						
<u>Essential</u>						
• Level 3 Computing qualification	✓			✓		
• GCSE Grade C (4/5) in Maths and English ( <i>or equivalent</i> )	✓			✓		
<u>Desirable</u>						

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

<ul style="list-style-type: none"> <li>Possess an industry relevant qualification</li> </ul>	✓				✓	
<b>Skills and Experience</b>						
<u>Essential</u>						
<ul style="list-style-type: none"> <li>Previous experience or background in an IT/Network environment</li> </ul>	✓	✓	✓			
<ul style="list-style-type: none"> <li>Excellent organisation skills</li> </ul>	✓	✓	✓			
<ul style="list-style-type: none"> <li>Appropriate level of digital literacy</li> </ul>	✓		✓			
<ul style="list-style-type: none"> <li>Ability to maintain confidentiality</li> </ul>	✓		✓			
<u>Desirable</u>						
<ul style="list-style-type: none"> <li>Previous experience of working with teaching staff and learners</li> </ul>	✓		✓			
<ul style="list-style-type: none"> <li>Previous experience of supporting training and exam sessions</li> </ul>	✓	✓	✓			
	<b>Assessment Method</b>					
	Application Form	*Test	Interview and Presentation	Psychometric Testing	Qualification Certificates	References
*Test = Skills Test/Knowledge Test/Micro Teach/Presentation						
<b>Personal Attributes</b>						
<u>Essential</u>						
<ul style="list-style-type: none"> <li>Strong interpersonal skills</li> </ul>			✓			✓
<ul style="list-style-type: none"> <li>Good team worker</li> </ul>			✓			✓
<ul style="list-style-type: none"> <li>Able to communicate effectively with learners and staff</li> </ul>		✓				✓
<ul style="list-style-type: none"> <li>Ability to carry out all work with attention to detail</li> </ul>	✓		✓			
<ul style="list-style-type: none"> <li>An ability to prioritise and work under pressure</li> </ul>			✓			✓
<ul style="list-style-type: none"> <li>Ability to use own initiative and work with minimum supervision</li> </ul>		✓	✓			✓
<ul style="list-style-type: none"> <li>Commitment to on-going professional development</li> </ul>	✓		✓			✓
<ul style="list-style-type: none"> <li>Flexible approach to work</li> </ul>			✓			
<ul style="list-style-type: none"> <li>Full enhanced DBS</li> </ul>						

Update: December 2025