



IT Support Officer

Job Ref:	ITSOS20
Closing Date:	Thursday 24 th September 2020 (by 4pm)
Department:	IT Services
Salary/Grade:	Band 4, Point 11, £22,045 to Point 13, £23,460 per annum
Contract:	Established
Hours of Work:	Full Time 36 Hours per Week, All Year Round
Responsible to:	Head of IT Services
Responsible for:	N/A
Start Date:	Thank you for your interest in the above post, which is to be taken up as soon as possible
DBS:	Carmel College has a commitment to safeguarding and promoting the welfare of students and expects all staff and volunteers to share this commitment. All posts are subject to Enhanced Disclosure Clearance through the Disclosure & Barring Service.

IT SERVICES DEPARTMENT

The IT Services section currently consists of:

Head of IT Services, 2 IT Support Officers and a Software Development Manager.

The section maintains all college IT Infrastructure including, Servers (Physical & Virtual), Desktops, Switches / Routers / Firewalls, Storage, Communications (including; E-mail, Telephones and Web Presence), Campus Wireless and Multi-Function Print Devices.

The College:

Currently has more than 1250 networked PC's

Network infrastructure is configured as "Distributed Star" Network

Network is managed via Microsoft 2016 / 2019 Servers running Active Directory

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IT SUPPORT OFFICER

THE ROLE

The person appointed would be expected to:

- Make a positive contribution to the IT Services Team
- Be prepared to work in a physically demanding, high-pressured environment.

All staff must make a positive contribution to:

- the Christian ethos of the College;
- the College Equality & Diversity Policy;
- the pursuit of excellence and the highest standards of quality in all aspects of College life;
- their own professional development, in accordance with the needs of the College.

Responsibility, in conjunction with the IT Services Manager, for duties commensurate with the following:

The day to day monitoring, maintenance and upkeep of College IT Infrastructure including:

- Providing 1st, 2nd and 3rd Line Technical Support
- Active Directory and Office 365 administration
- Assisting in the design, installation and maintenance of College Infrastructure
- Ensure all college Desktops are fully functional
- Maintaining the current Intranet and Internet Sites
- Troubleshoot, Diagnose and Solve system and infrastructure problems
- Administration of Multi-Function Print Devices, ensuring effective operation and maintaining consumable levels
- Administrating the college edge security systems including anti-virus, mail gateways and firewalls
- The installation of new hardware / software across the organisation

- Advising on and testing any new technologies
- Ensuring backups are completed and maintaining the Disaster Recovery Plan
- Each member of the college will take reasonable care for the health and safety of himself/herself and persons who may be affected by his/her omissions at work.
- To undertake any other duties as may be assigned commensurate with the grade and overall responsibility level of the post and as changing circumstances may require.

PERSON SPECIFICATION		IT Support Officer	
All staff must make a positive contribution to:			
- the Christian ethos of the College; - the College Equality & Diversity Policy; - the pursuit of excellence and the highest standards of quality in all aspects of College life; - their own professional development, in accordance with the needs of the College.			
	Essential	Desirable	How Identified
Relevant experience	2 years’ experience of Microsoft network environments - Advanced fault finding	- Experience of working within education - Worked within an ITIL framework	- Application form - CV - Interview - References
Qualifications / Education and Training	Educated to at least BTEC Level 3 in an IT related subject	- Microsoft Certification - Cisco Certification - Other relevant IT Training	- Application form - CV
Knowledge and Skills	- Windows 2016 / 2019 - Hyper-V - Active Directory - DNS & DHCP - Windows 10 - PC Hardware - Network Infrastructure - E-mail systems	- WAN Communications - Firewall Configuration - Office 365 - MS SQL 2016 / 2012 - MS System Centre - Managed Wireless Environment - IP Telephony - Moodle	- Application form - CV - Interview - References
Personal qualities	- Willing to learn - Use own initiative - Ability to work effectively as a member of a team. - Self-motivated - Good communication skills - Good organisational skills Excellent record of attendance and punctuality - To maintain the College’s commitment to safeguarding and promoting the welfare of students		- Interview - References

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