

**LINCOLN COLLEGE
CORPORATE SUPPORT SOLUTIONS LTD.
JOB DESCRIPTION FORM**

Post Title	IT Infrastructure Support Technician	Grade	Support Scale 5, SCP 11-12 + £1200 weekend callout allowance
Post No	CS0085P	Unit / School	IT Services Unit
Directorate	IT, Information Management & Projects	Date	May 2019
Line Manager	Head of IT	Daily Supervision	Head of IT

Job Purpose:

To provide all services and duties necessary for the delivery of infrastructure support of the College's IT systems, networks, and infrastructure –

- To provide support and automation for complex incidents and problems that cannot be resolved by the IT Service Delivery Team.
- To provide a comprehensive change management service for scheduling and delivering applications and systems software upgrades and patches and also to implement changes and upgrades designed and delivered by the IT Infrastructure Projects Team.
- To design, develop, test, and implement minor infrastructure projects and to contribute to major infrastructure projects as directed by the IT Infrastructure Team Leader.
- To provide comprehensive support for all aspects of the infrastructure including servers, operating systems, systems software, permissions, networks (wired and wireless), applications software, and storage devices.
- To provide consistent, high quality, and accessible documentation for all systems and processes.

Principal Duties and Responsibilities:

General duties and responsibilities

1. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
2. To maintain professional standards and expertise by undertaking relevant professional development.
3. To maintain quality standards appropriate to the post.
4. To conform with the Health and Safety requirements relevant to the post.
5. To be responsible for the safeguarding and promoting the welfare of children and young people wherever applicable.

IT-related duties and responsibilities

1. To investigate, resolve, and document all complex and non-repetitive service incidents and problems escalated from the IT Service Delivery Team including servers, operating systems, systems software, permissions, networks (wired and wireless), applications software, and storage devices.
2. To design, develop, test, implement, document, and hand-over automated solutions to incidents and problems which have been escalated such that future instances can be resolved without escalation.
3. To deliver consistently outstanding customer support through politeness, patience, diligence, tenacious problem solving and excellent customer interaction and feedback.
4. To maintain comprehensive, accurate, and current records of all incident and incident-related activity, to follow rules and procedures relating to holding and resolving incidents, to understand service level agreements and to contribute to timely delivery of services in line with these targets.
5. To create, document, review, and maintain change management records for changes to production systems including impact analysis, roll-out plans, back-out plans, checklists, and communications to affected customers.
6. To escalate highly complex incidents and problems to Senior IT Infrastructure Technicians and to liaise with them such that future instances can be resolved without escalation.
7. To implement a defined programme and schedule for application of upgrades, patches, and changes to all application software and systems.
8. To test and implement planned software application upgrades and patches in line with the schedule, to provide all customer and supplier liaison, to automate upgrades where possible, and to back-out any unsuccessful changes.
9. To change manage and to implement into the production environment changes and projects that have been designed, built, and handed over by the IT Infrastructure Projects Team.
10. To provide administration, maintenance, and enhancements to the network (core and edge switches) and to provide basic support and installation in communications cabinets including patching of new equipment and other cable management.
11. To test, document, capacity plan, and implement the provisioning of virtual and physical servers in order to provide new servers for application hosting, systems software, project, or development work in a controlled and documented manner.
12. To monitor, administer, and support routine back-office processes like back-ups, anti-virus, Internet content filtering, UPS checks, disk quotas, email, print, network monitoring, server health checks etc. to ensure continuity of IT services.

13. To carry out Disaster Recovery exercises as directed by the IT Infrastructure Team Leader in order to test, prove, and improve the ability to recover systems and processes following an incident and to reduce the time taken to recover.
14. To design, build, test, document, and implement minor infrastructure projects in order to develop and extend the back office infrastructure necessary to deliver strategic change.
15. To assist Senior IT Infrastructure Technicians with building, testing, documenting, and implementing major infrastructure projects in order to develop and extend the back office infrastructure necessary to deliver strategic change.
16. To develop, deliver, review, catalogue, and distribute consistently high quality, understandable and comprehensive systems documentation for all aspects of the infrastructure including servers, operating systems, systems software, permissions, networks (wired and wireless), applications software, and storage devices.
17. To provide out-of-hours support (evenings and weekends) to perform updates/configuration changes on critical production systems and also to provide critical support during serious major incidents by prior agreement with the IT Manager.

NB: This is not a complete statement of all duties and responsibilities of this post. The post-holder may be required to carry out other duties as directed by a supervising manager. The responsibility level of any duties should not exceed those outlined above.

**LINCOLN COLLEGE
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PERSON SPECIFICATION FORM**

Post Title	IT Infrastructure Support Technician	Grade	Support Scale 5, SCP 11-12 + £1200 weekend callout allowance
Post No		Unit / School	IT Services Unit
Directorate	IT, Information Management & Projects	Date	May 2019
Line Manager	Head of IT	Daily Supervision	Head of IT

No.	Requirement	Proposed Selection Method *
	Qualifications	
1	HNC in Computing, or equivalent Microsoft Certified Systems Administrator (MCSA) or MCITP Server Administrator	A / I
	Knowledge and Experience	
2	Knowledge and experience of supporting current versions of the following technologies – <ul style="list-style-type: none"> • Windows server operating systems • Active directory, account management, network permissions, and group policy • Managed switches, routers, and VLANs • Microsoft exchange servers • Microsoft office software • Server and application virtualisation • Network storage devices, RAID storage, data replication • Blade chassis and server architecture • DNS and DHCP • Windows desktop operating systems • Print servers and large scale enterprise printing solutions • Internet content filters, firewalls, and proxy servers • Enterprise backup solutions • Enterprise anti-virus, threat monitoring and threat resolution • Uninterruptable power supplies and power management 	A / I / T
3	Knowledge and experience of delivering 2 nd line technical and application IT support to 1 st line teams and also to end-users both directly and remotely	
4	Knowledge and experience of working in a formalised service management and change management environment including formal procedures and processes	
5	Knowledge and experience of liaising with 3 rd line project teams in terms of escalation and automation of highly complex problems, and implementation of completed projects and solutions	
6	An understanding of the development and implementation of minor infrastructure projects and extensions and enhancements to the infrastructure	
7	Knowledge and experience of the authoring, review, delivery, cataloguing, and maintenance of high quality infrastructure documentation	

Skills / Abilities

* A = Application Form, I = Interview, T = Test

8	Effective prioritisation and time management	A / I
9	Self-motivation and enthusiasm for technology and customer service	A / I
10	An effective team-player who works well with other team members and who is also able to work on their own	A / I
11	The ability to maintain accurate and comprehensive records	A / I
12	The ability to provide outstanding customer support through effective and inspiring interaction with customers	A / I
13	The ability to quickly pick up new skills and technologies through ongoing self improvement and formal training	A / I
14	Understanding of safeguarding and equal opportunities	A / I
15	Excellent communications and interpersonal skills (including written, spoken, and all other channels)	A / I
16	The ability to communicate a technical subject to non-technical people	A / I
17	A tenacious approach to problem ownership and problem solving	A / I
18	The ability and willingness to undertake relevant staff development	A / I
19	The ability to work in a non- discriminatory manner	A / I

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