JOB DESCRIPTION FORM
CORPORATE SUPPORT SOLUTIONS LTD.

Post Title	IT Desktop Support Technician	**Grade**	CSS Scale 3
Post No	CS0687P	**Unit / School**	IT Services Unit
Directorate	Corporate Resources	**Date**	October 2019
Line Manager	IT Manager	**Daily Supervision**	IT Helpdesk Supervisor

Job Purpose:

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

- To ensure outstanding customer support and service standards at all times through provision of a telephone, email, and face-to-face IT help desk.
- To maximize immediate resolution of service incidents.
- To deliver, service, install, and support all equipment and software associated with the delivery of IT services to staff and student desktops including computers, printers, and audio-visual equipment.

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 provide on-site telephone support for students and staff, to log and record all incidents accurately and completely, and to resolve incidents immediately using remote technology.

2. To deliver consistently outstanding customer support through politeness, patience, diligence, tenacious problem solving and excellent customer interaction and feedback.

3. 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.

4. To maximize the instant resolution (i.e. at the point of contact) of service incidents, and the near-instant resolution (i.e. quickly after the point of contact) of service incidents where instant resolution is not possible, and to minimize the numbers of incidents escalated to other technicians.

5. To unpack and connect desk-top computers and equipment, to asset tag and smart-water all devices to install, test, and configure pre-defined images, to make accurate records in the asset database, and to remove and recycle all packaging and waste materials.

6. To replace and install desktop computers and equipment include removal and scrapping of old equipment, delivery and installation of new equipment, tidying and cleaning of rooms, removal and recycling of packaging and waste, and accurate asset auditing and recording of equipment locations.

7. To provide basic support and administration for service incidents relating to telephone handsets and desk sets, and mobile and smart-phones including the issuing of top-ups.

8. To provide basic support and installation in communications cabinets including patching of new equipment and other cable management.

9. To provide support for equipment and software used in the delivery of interactive teaching and learning including interactive white-boards, speakers, projectors, and Notebook and PowerPoint software.

10. To provide basic troubleshooting for Windows desktop operating systems and for other desktop software including MS Office, Notebook interactive white-board software, and other software packages.

11. To escalate complex incidents and problems to the IT Infrastructure Team in order to document and resolve issues such that future instances can be immediately resolved without escalation.

12. To troubleshoot hardware faults including, but not limited to desktop PC's, laptops and printers and where necessary replace those components in a safe manner.

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

LINCOLN COLLEGE
PERSON SPECIFICATION FORM

Post Title	IT Desktop Support Technician	**Grade**	CSS Scale 3
Post No	CS0687P	**Unit / School**	IT Services Unit
Directorate	Corporate Resources	**Date**	October 2019
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No.	Requirement	Proposed Selection Method *
	Qualifications	
1	HNC in Computing, or equivalent	A / I
2	Microsoft Certification in Windows Desktop Operating systems	A / I
	Knowledge and Experience	
3	Experience of desktop computer support, management, servicing, imaging, and replacement	A / I / T
4	An understanding of back-office computer infrastructure - networks, servers, storage, printers, account maintenance, email, UPS, and backups	A / I / T
5	Experience of working in a formalised service management environment including formal procedures and processes	A / I
6	Experience of supporting IT in an educational environment including interactive teaching using IT	A / I
7	Experience of incident and problem escalation and liaison with 2nd line support	A / I
	Skills / Abilities	
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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