

# Capel Manor College

## Technology Support Technician

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### Job Description & Person Specification



# JOB DESCRIPTION & PERSON SPECIFICATION

## JOB DESCRIPTION

<b>Post</b>	Technology Support Technician
<b>Scale</b>	Business and Learning Support Scale 4
<b>Grade</b>	Points 15 - 18
<b>Responsible to</b>	Technology Infrastructure and Support Manager
<b>Location</b>	Mottingham/ Crystal palace with travel to other campuses
<b>Contract</b>	Full-time, permanent

### Key Responsibilities:

The primary duty of the Technology Support Technician is to deliver prompt and effective technical support, either on-site or remotely, depending on the situation. This role involves addressing and resolving IT-related issues swiftly at designated campuses, ensuring that any disruptions to technology services are minimized. By providing timely assistance, the technician will play a critical role in maintaining the smooth operation of campus technology systems, thereby enhancing the overall user experience and satisfaction.

### Responsibilities:

1. **Deliver prompt and effective technical support** to all stakeholders, both on-site and remotely, ensuring that technical issues or requests are resolved swiftly and within designated service level agreements (SLAs), minimizing disruptions to technology services.
2. **Take ownership of technical issues** by performing fault analysis to implement temporary or permanent fixes, aiming to restore service to stakeholders as quickly as possible. Escalate issues to the Technology Infrastructure Engineer or Manager when necessary.
3. **Accurately record, update, and document all technical issues or requests** using the service desk system, ensuring that all incidents and solutions are thoroughly tracked.
4. **Maintain the asset register**, including logging the disposal of equipment in line with College policies and regulations. Accurately record and manage any loan equipment provided to or returned by College staff in accordance with the equipment loan process.
5. **Manage user accounts** by archiving staff and student accounts in accordance with the Archiving Process and maintaining the College's Active Directory, ensuring properties are up-to-date for accurate reporting and group policy assignments.
6. **Perform network patching and installation** of equipment, including PCs, printers, IP phones, access points, and other technology hardware, ensuring that all devices are installed and maintained to high standards.
7. **Ensure the excellent presentation and functionality** of technology equipment such as desktops, interactive whiteboards, and access points, maintaining a professional and efficient technological environment.
8. **Create, maintain, and publish support documentation** within the College knowledge base, providing guidance on best practices and resolution methods to ensure consistency in support processes.
9. **Liase with external providers** when necessary to log support cases for hardware warranties or software support, ensuring that external services are effectively coordinated.
10. **Support infrastructure and technology projects**, assisting in the planning, execution, and delivery of projects as assigned by the Infrastructure and Support Manager, ensuring tasks are completed on time and contribute to project success.
11. **Proactively monitor and maintain network security** by assisting in the monitoring of cybersecurity threats, unauthorized software, access controls, and system vulnerabilities, supporting the implementation of security measures.
12. **Assist with routine infrastructure maintenance** and support the Infrastructure and Support Technician with system updates, upgrades, and other maintenance tasks as required.
13. **Engage with stakeholders to understand their technological needs**, providing support and ensuring technology solutions effectively meet their requirements.
14. **Provide exceptional customer service**, ensuring all interactions with end-users are positive, supportive, and solution-oriented, fostering a customer-focused environment.
15. **Perform additional duties or tasks and assist with projects** as assigned by the line manager, demonstrating flexibility and a commitment to the smooth operation of the College's technology services.
16. **Identify areas for continuous professional development (CPD) and self-improvement** by utilizing the College's test environment and engaging in self-directed research and learning.

## **General Responsibilities:**

1. Promote and implement all College policies, particularly those which refer to health & safety, equality of opportunity and Safeguarding young people and vulnerable adults
2. Participate in College programmes of staff appraisal and continuing professional development
3. Develop effective working relationships internally and with external partners
4. To operate at all times in line with the College's values and behaviours
5. Willingness to travel to other college campuses based on a rota schedule
6. Undertake other duties as may reasonably be required in the interests of the efficient functioning of the College

## **PERSON SPECIFICATION**

### **Qualifications**

1. Possess a GCSE Grade A-C or equivalent qualification in English and Maths or a willingness to achieve within a specified period.
2. Possess a Level 3 or equivalent qualification in IT.
3. Evidence of continuous professional development.

### **Experience**

- Experience of working within an IT Service Desk, working in the education sector would also be of great benefit to this role.
- Experience of using administrative tools such as Active Directory, Group Policy, Print Management etc...
- Experience of supporting Microsoft products such as Windows 10, 11, Office Suite and Office 365 products.
- Experience of communicating with stakeholders in which technical knowledge ranges and with the understanding to communicate effectively.

### **Skills, Abilities and Knowledge**

- Knowledge of desktop, laptop, printer and audio-visual hardware such as interactive white boards or projectors.
- Knowledge of Microsoft operating systems such as Windows 10 and 11.
- Knowledge of administrative tools such as Active Directory, Group Policy, Print Management etc...
- Basic knowledge of DNS and DHCP
- The ability to demonstrate practical troubleshooting and problem analysis.
- The ability to acquire new skills at a fast pace.
- The ability to develop positive working relationships with individuals at all levels.
- The ability to plan, prioritise and perform under pressure to meet SLA's.
- Willingness to learn and develop new and existing skills
- Excellent organizational and time management skills.
- The ability to develop positive working relationships with individuals at all levels.
- The ability to communicate effectively, verbally and in writing.
- Ability to work flexibly with job tasks and working hours, work under little supervision and use initiative and own judgement in making decisions.

### **Other Factors**

1. An understanding of and commitment to safeguarding young people and vulnerable adults.
2. Ability to form and maintain appropriate relationships and personal boundaries with children and young people/vulnerable adults.
3. Emotional resilience.
4. The ability and determination to promote equality, diversity and inclusion throughout all aspects of college life, including employment and service delivery.
5. The position requires regular travel across sites, a clean driving licence and vehicle is desirable.