

### Job Description

**Job Title:** Information Services Technician

**Responsible to:** Head of Information Services

**Job Summary:** To support the Head of Information Services at Eastbourne College (Incorporated) by providing first and second line hardware and software maintenance/support for all ICT systems across two local sites.

### Duties and Responsibilities

- Install and configure interactive whiteboard / Multi-touch classroom displays.
- Report faults to Managed Services supplier or maintenance contractor
- Liaise with supplier or contractor in fixing simple faults without a site visit
- Deploy applications across the school network for Windows computers and Apple iPads
- Assist in the maintenance of the Active Directory database
- Maintain the Charity Photocopiers, printers and associated systems
- Provide user and class support
- Train users on the use of Charity software applications
- Supervise ICT Activities
- Unpack and install new ICT equipment and add to department inventory
- Maintain an accurate log of all work undertaken in the school Helpdesk
- Communicate well with the Charity community
- Work effectively and efficiently within the Information Services technician team
- Any other related duties as requested by the team leader or the Head of Information Services

Due to the ever increasing and changing role of IT, duties may vary to enable specific developments to be undertaken. Duties will be within the above criteria and will be agreed in advance.

### Safeguarding duties

- The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Safeguarding and Child Protection Policy Statement at all times. If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to the School's Designated Safeguarding Lead or, if he/she is the School's DSL, to the Headmaster and relevant agencies.
- The post holder will be engaging in regulated activity.

## Person Specification

The successful candidate will have the following experience and skills:

### Essential

- Microsoft Windows 7 and 10 desktop support and imaging
- Microsoft Office 365 & 2016 support and configuration
- PC hardware repair and replacement
- Understanding of Windows Server basics (NTFS, File Sharing, DHCP, DNS)
- Understanding of Active Directory Group Policy
- Knowledge of Mobile Device Management for iPad
- Apple and Android phone and tablet support
- Knowledge of structured network cabling (Cat5, 6 & 6a patching and termination)
- Familiarity with Office 365 Services (Exchange, SharePoint, OneDrive etc)
- Printer / Copier / MFD troubleshooting
- Able to effectively communicate technical information to staff and students in plain English
- Able to effectively prioritise own workload which will be a mix of support incidents and small projects
- Able to integrate and work effectively as a member of a long-standing team
- Willing to work across two primary sites at Eastbourne College and St Andrew's Prep with occasional visits to other sites within 1 mile
- Able to adapt to new and changing technology over time and take responsibility to learn from and teach team members
- Able to create instructional documentation for users and team members for support processes

### Desirable

- Network Switching (Cisco, Unifi and Ruckus)
- Wireless Networking (Aerohive and Unifi)
- Apple iPad Mobile Device Management (jamf)
- Telephony Inc. VOIP (3CX)
- Firewall (Fortigagte)
- Internet Filtering (Smoothwall)
- Audio Visual Support (Interactive Whiteboards, Projectors and Multi-Touch Displays)

## Terms and Conditions

- a. **Salary:** c. £26,800 per annum inclusive of on-call bonus.
- b. **Hours of Work:** 40 hours per week to cover the support hours of 8am till 6pm Monday to Friday including a 1 in 4 rota working on-site Saturday mornings 8am to 12pm and 1 week in 4 out of hours on call.

On call cover will be Monday to Friday 6pm to 9.30pm for one week in every four during term time to support Critical and High Priority incidents only.

c. **Pension:** Pension: After three months' service you may be automatically enrolled into the Eastbourne College WorkSave Pension Scheme (details are available from the HR Department), depending on your level of earnings, however you may also choose to opt in to the pension scheme. The Charity will contribute 5% of your gross salary and you must also contribute 3%. You may choose to opt out of the pension scheme.

d. **Holiday:** Five weeks' annual holiday.

There is a non-contractual paid break over the Christmas period which is at the discretion of the Chief Operating Officer dependent on when Christmas and New Year falls where there is no requirement to work.

e. **Other benefits include:**

- Life Assurance
- Employee Assistance Program
- Lunch when dining room open
- Free use of Charity facilities
- Free tickets to College productions

### **Safeguarding Statement**

Eastbourne College (Incorporated) is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The appointment is subject to an enhanced DBS check, pre-employment medical questionnaire and positive references.

The post is exempt from the Rehabilitation of Offenders Act 1974 and the Charity is therefore permitted to ask job applicants to declare all convictions and cautions (including those which are "spent" unless they are "protected" under the DBS filtering rules) in order to assess their suitability to work with children.

Eastbourne College (Incorporated) is committed to the provision of equal opportunities in employment and accordingly wishes to ensure that no job applicant is treated less favourably on unjustifiable grounds.

### **Application process:**

To apply, please follow the link below to complete the mandatory application form:

[www.cognitofirms.com/EastbourneCollegeIncorporated/EastbourneCollegeSupportStaffApplicationForm](http://www.cognitofirms.com/EastbourneCollegeIncorporated/EastbourneCollegeSupportStaffApplicationForm)

Alternatively, visit [www.eastbourne-college.co.uk/contact/employment-opportunities/](http://www.eastbourne-college.co.uk/contact/employment-opportunities/) and click the 'Apply Now' button.

A letter of application and an up-to-date CV should be uploaded with this online application form.

For further information, please contact Marian Piper, Recruitment & HR Projects Manager, by email: [hr@eastbourne-college.co.uk](mailto:hr@eastbourne-college.co.uk) or tel: 01323 452239.

The closing date for applications is noon on **Friday 8 October 2021**.

*Please note –this role may be removed from listings before the closing date if we are successful in finding an appointment.*