



JOB DESCRIPTION

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| JOB TITLE: | Lead IT and Telecom Support Technician |
| LOCATION: | UTC Cambridge, Robinson Way, Cambridge CB2 0SZ |
| SALARY: | £24,000 per annum |
| HOURS OF WORK: | 40 hours per week |
| RESPONSIBLE TO: | IT Manager |
| RESPONSIBLE FOR: | Responsible for the administration, support and safe use of all IT, telecom, AV, and print/copy equipment within UTC Cambridge. |

OVERALL PURPOSE OF JOB

- To carry out day to day support requests and asset management
- To develop and implement a maintenance schedule to maximise resource availability
- To maintain documentation of changes regarding users, functions and systems
- To manage the internal and hosted network infrastructure including firewalls, servers, switches and telephony
- To liaise with external support organisations, vendors, internet and telecoms providers
- To show commitment to the UTC ethos: we believe that all young people can achieve more than they thought possible

DUTIES

Help desk support

- To trouble shoot all IT and telecom equipment and software
- To observe IT/AV usage, standards and practices within the classroom, identify and share good practice
- To provide technical assistance, training and support to students and staff in the classroom and across the school community
- To ensure safe online practices while supporting project based learning

Equipment Maintenance and Consumable Stock

- Asset control, inventory of equipment and consumable stock control in order to maintain adequate IT, AV, printer and telecom availability
- Liaison with vendors to ensure continuous quality provision and value for money
- Make sure equipment is clean and in good working order
- Ensure that wiring is tidy and that IT complies with health and safety standards

Other Specific Duties

- The person undertaking this role is expected to work within the policies, ethos and aims of the UTC, to carry out such other duties as may reasonably be assigned by the Principal, and to play a full part in the life of the UTC supporting its distinctive mission and encouraging staff and students to do the same.

Lead IT and Communication Technician Specification

| | Essential | Desirable |
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| Qualifications | <ul style="list-style-type: none"> • Level 3 or Equivalent. | <ul style="list-style-type: none"> • Level 4 or equivalent |
| Experience | <ul style="list-style-type: none"> • L2 help desk support • Active Directory Administration • Audio Visual support • Telephony • Printers and Copiers • Network Administration • Desktop, laptop and tablet hardware and operating systems • Microsoft Office Suite • Liaising with vendors • Asset management • Helping students and staff successfully utilize technology • Creating and maintaining documentation regarding users, functions and systems • Imaging PCs | <ul style="list-style-type: none"> • Learning Management Systems • School Management Systems • Google, Apple and Microsoft Apps • Office 365 • Wireless Networks • Digital signage • Previous experience in a school or college environment • Website maintenance and social media |
| Knowledge and Understanding | <ul style="list-style-type: none"> • ITIL service management processes, including incident problem and change management • Understands the importance of confidentiality and discretion • Proficient using Microsoft Office Suite 2007-2013 (Word, Excel, PowerPoint, Outlook, Access, Visio) • Proficient using Microsoft OS Windows 7 and up • Network storage, wireless networks, virtualised server infrastructure | <ul style="list-style-type: none"> • Excellent understanding of databases – including ability to use databases to produce reports, statistics and inventory management. • Apple products and operating systems. • Google Products |
| Personal Qualities | <ul style="list-style-type: none"> • Excellent customer service • Excellent trouble shooting capabilities • Able to implement the necessary routines to establish good online practices within the UTC • Ability to work and plan under pressure • Ability to explain technical terms to non technical people • Accuracy and attention to detail, with a methodical approach to your work • Genuine passion and a belief in the potential of every student • Helpful, positive, calm and caring nature • Able to establish good working relationships and to work independently at a high level of effectiveness | <ul style="list-style-type: none"> • Flexibility in work hours as required to maintain the IT infrastructure • Appreciation and support of the UTC Cambridge agnostic platform and software initiative to fully support students readiness for work • Passion to keep up to date with emerging technologies and software and ability to evaluate suitability and safety in an education environment |
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