



### Job Description

1. **Job Title** Information Systems Technician (Maternity cover)
2. **Responsible to** Head of Information Services
3. **Job Summary** To support the Head of Information Services by providing first and second line hardware and software maintenance/support for all ICT systems across two local sites.
4. **Duties and Responsibilities**
  - 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.
  - Assist in the maintenance of the Active Directory database.
  - Maintain the College Photocopiers, printers and associated systems.
  - Provide user and class support.
  - Train users on the use of college 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 College 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.

### 5. Person Specification

The successful candidate will have the following experience and skills:

#### Essential

- Microsoft Windows 10 and 11 desktop support and imaging.
- Microsoft Office 365 support and configuration (Exchange, SharePoint, OneDrive etc).
- PC hardware repair and replacement.
- Understanding of Windows Server basics (NTFS, File Sharing, DHCP, DNS).
- Understanding of Active Directory Group Policy basics.
- Knowledge of Mobile Device Management for iPad.
- Apple and Android phone and tablet support.
- Knowledge of structured network cabling (Cat6 & 6a patching and termination).
- 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)
- Wireless Networking (Aerohive / UniFi)
- Apple iPad Mobile Device Management (jamf)
- Telephony Inc. VOIP (3CX)
- Firewall (FortiGate)
- Internet Filtering (Smoothwall)
- Audio Visual Support (Multi-Touch Displays)

## 6. Terms and Conditions

**Salary:** £29,309 per annum inclusive of on-call bonus.

**Hours of Work:** This is one-year fixed term contract to cover maternity leave.

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.

**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 College will contribute 5% of your gross salary and you will be expected to contribute 3%. You may choose to opt out of the pension scheme.

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

### **Other Benefits:**

- Life Assurance
- Meals during normal working hours
- Free tickets to College productions

## 7. Application process:

To apply, please visit <https://www.eastbourne-college.co.uk/contact/eastbourne-college-vacancies/> and click the 'Apply Now' button to complete the mandatory application form. An up-to-date CV and covering letter may be uploaded with this online application form.

The closing date for applications is **Monday 01 July 2024**.

For further information please contact Human Resources Department by email: [hr@eastbourne-college.co.uk](mailto:hr@eastbourne-college.co.uk) or tel: 01323 452288.

## 8. Safeguarding and Equal Opportunity Statements

*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) welcomes applications from all sectors of the community as we aspire to attract staff that match the social and cultural diversity of our pupil intake. We consider the most important factor to be the right skills, abilities and attitude for the job which will ultimately improve the wellbeing and education of the pupils.*

*Eastbourne College (Incorporated) is a non-smoking establishment.*

May 2024