

# Job Description:

## IT Helpdesk Technician (Fixed Term Contract for 2 Years)



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REF: ICT023-769

### The role:

To support the IT Team in the delivery of IT Services to all users.

### Responsible to:

The postholder is responsible to the Head of IT.

### Key Accountabilities and Responsibilities:

- Achieve given targets and work with self-driven motivation and professionalism
- Provide high quality, first- and second-line technical support for the ICT service desk, answering and recording all calls and activities within the service desk.
- Support users, setting up user accounts, implementing password changes, and resolving user problems as and when they occur e.g., logging on access, password changes, software problems, internet access, advice on using software, etc.
- Provide IT support in classrooms and during exams.
- Keep IT equipment in classrooms and offices in a good state of repair.
- Assist in the maintenance of IT hardware and software including installing, upgrading of software, performing routine checks and fault finding.
- Record details of faults through the service desk.
- Demonstrate hardware and software to staff and students and support the IT training programme for staff including IT induction.
- Keep records of IT assets, including the management of user equipment loans.
- Control stock of consumables, hardware ordering, distribution, and paperwork.
- Unpack, install, inspect and configure new IT equipment.
- Assist the IT Services team in the completion of IT projects.
- Liaise with external agencies and suppliers upon request
- Adopt and work within the College's policies and procedures.
- Identify and report any potential health and safety issues to the nominated member of staff.
- Any other general duties commensurate with the post.

## General Responsibilities:

1. To share and demonstrate the values of the College;
2. To undertake appropriate staff development as agreed with the Head of IT in order to keep abreast of developments in the Department's work;
3. To ensure compliance with College policies, including Data Protection and Freedom of Information;
4. To be responsible for promoting and safeguarding the welfare of children and young people that this position is responsible for, or comes into contact with;
5. To follow the requirements of the College Health and Safety Policy and the Equality and Diversity Policy and to maintain confidentiality in all aspects of college business.

The above duties are indicative of the requirements of the post at the time of recruitment. It is management policy that roles and responsibilities are reviewed on a regular basis leading to possible modifications where appropriate. Staff may be asked to undertake other duties as may be reasonably required commensurate with the post, at the initial place of work or at other locations from which the College operates.

## The Person:

The successful candidate will be the one whose professional and personal qualities correlate most closely with the following profile:

Qualifications and Attainments	Essential/ Desirable	Method of Assessment
Level 3 qualification in IT	E	A
Level 2 qualifications in English and Maths	E	A
Level 4 qualification in IT or closely related field	E	A

Experience		
Experience in working in education	E	A/I
Experience supporting users face-to-face and remotely	E	A/I
Experience in the use of service desk software	D	A
Practical experience in installing, maintaining and upgrading PC's, laptops, printers and other peripherals	E	A/I/AS
Experience in the administration of users and devices via Microsoft 365 and Active Directory.	E	A/I/AS
Experience in the use of Office 365 applications	D	A/I/AS
Working knowledge of Internet services, including cloud, web and E-Mail, MS Azure	D	A/I/AS

Knowledge, Skills		
Excellent IT skills	E	A/I/AS
Understand networking and common services	D	A/I/AS

Understand data protection requirement	D	A/I
Understand cyber-security requirements	D	A/I
Scripting and programming skills	D	A/I
On-premise and cloud-based backup systems	D	A/I
Creation of user and technical documentation	E	A/I

Personal qualities		
Able to communicate clearly, confidently and sensitively in writing and orally to a variety of audiences	E	A/I/AS
Able to build up and maintain positive relationships	E	I
Able to prioritise tasks effectively	E	A/I
Able to work under pressure and to meet deadlines	E	A/I
Willingness to work flexible and to travel to all sites of SEG	E	A/I
Good analytical and problem-solving skills	E	A/I/AS
Good attention to detail	E	A/I
Proactively develop new skills	E	A/I
Proactively explore and recommend emerging IT technologies and tools	E	A/I
Understand safeguarding and able to maintain appropriate professional boundaries	E	A/I
Ability to work in a way that promotes the safety and wellbeing of children & young people	E	I
To work in accordance with and promote the Southport Education Group's Staff Charter, "Our Values"	E	I
Positive, flexible and adaptable approach	E	I
Willingness to commit to adhering to Southport Education Group policies and procedures with regards to Safeguarding, Prevent, Equality & Diversity, Health & Safety, GDPR etc.	E	I

Method of Assessment: A – Application, I – Interview, AS – Assessment

#### Salary:

£23,247.00 to £24,144.00 per annum

#### Summary of Terms and Conditions of Employment:

There will be an annualised working year of 1,498 hours. The weekly pattern of hours to be worked are commensurate with the needs of the College.

The post-holder will be entitled to receive normal remuneration for all Bank and Public Holidays normally observed in England and Wales (currently eight days) and to a further 39 working days' holiday in each holiday year (being the period from 1 September to 31 August). The College may close for a number of working days in the interest of efficiency. If this occurs the taking of annual



leave will be directed by the Corporation up to a maximum of 9 days. Typically, these closures occur over the Christmas and Easter periods.

Evening and/or early morning duty may be necessary during August, September and January for enrolment/examination registration and general enquiries. Annual leave may not be taken from 20 August until the 2<sup>nd</sup> week in September.

The postholder will be eligible to contribute automatically to the Merseyside Pension Fund (subject to qualifying conditions). Details of the scheme in operation can be found in the vacancies area of the College's website.

During their employment with the College the postholder will be expected to conduct themselves in a manner appropriate to the professional image of the College. The postholder will be expected to provide a prompt and efficient service and to maintain appropriate standards of personal appearance at all times.

A disclosure from the Disclosure and Barring Service (DBS) will be requested in the event of a successful application to this post.

All applications for disclosures are dealt with in accordance with the DBS's Code of Practice and the College's Policies on The Recruitment of Ex-Offenders and on The Storage, Handling, Use, Retention and Disposal of Disclosures and Disclosure Information. Copies of the Code of Practice are available from the Human Resources Department on request. Copies of the policies are available on the College's website on [www.southport.ac.uk](http://www.southport.ac.uk) and the College's Intranet.

Southport Education Group is committed to safeguarding and promoting the welfare of children and young people. Copies of the College's Child Protection and Vulnerable Adults Policy and Procedures are available on the College's website on [www.southport.ac.uk](http://www.southport.ac.uk) and the College's Intranet.

### Timetable for Appointment:

**Deadline for receipt of applications: Friday 13<sup>th</sup> June 2025 (10:00am)**

**Please note, we reserve the right to close this vacancy early if we receive sufficient applications or applications of high quality.**

**Interviews will be held: Within one month of closing date**

### Application Procedure:

An application form should be completed and supported by a letter of application, which succinctly but comprehensively identifies your reasons for applying and how your career to date may have equipped you for the post.

Completed applications should be returned via email to [personnel@southport.ac.uk](mailto:personnel@southport.ac.uk)

CVs alone will not be accepted.

Upon receipt of your emailed application form, we will acknowledge your application via return email. If you haven't received a confirmation email prior to the closing date for the vacancy, please check your 'spam' or 'junk mail' folder. If the email is in this folder, please mark it as 'not spam/junk'. This should ensure that any further emails we send to you are not missed.

In the interests of economy, you will not hear from us again unless you are shortlisted. Your interest in the post is greatly appreciated.

