

SUTTON COLLEGE JOB DESCRIPTION



Role Title:	Digital & IT Services Officer		
Directorate:	Public Health & Wellbeing	Grade:	Grade 6 People Plan SCP 18 -25* (*unconsolidated maximum)
Post number:		Hours/weeks:	1. FTE 36* / 52
Team:	IT & Digital	Base/location:	Sutton College
Reports to:	Head of IT & Digital Innovation		
Responsible for:	Learner and staff data LGfL College contact Storage of IT purchases (such as software, laptops or toner cartridges) Management of mobile device estate including tablets and laptops		
Staff Management	None		
Role and Context			
Overall Role Purpose:	To provide an effective first, second and third line support service to the Head of IT, teaching and admin staff in computing and related digital AV equipment and facilities throughout College centres.		
Strategy	N/A		
Implementation			
Main Duties & Accountabilities	<p>The post holder will</p> <ol style="list-style-type: none"> 1. Responsible for the storage, safe-keeping and ordering of relevant materials and equipment. 2. Administer & maintain the Microsoft critical updates using WSUS (Window Server Update Service). 3. Responsible for the maintenance of photocopiers including toner and paper supplies management. 4. Assist with maintaining and setting up of Google and Active Directory account. 5. Administer & maintain the online IT Helpdesk and the update of the ICT manual. 6. Maintain server backups and restoration of files, ensuring all data is backed up. 7. Maintain an inventory of hardware and software licences. 8. Provide both remote and in person technical support to staff working in offices, computing rooms and learning centres college-wide. 9. Create & deliver training sessions to relevant staff on IT provisions and produce training materials for use of cameras and PCs as required. 10. Roll out new hardware and software programmes and update programmes, as directed. 11. Set up and configure new physical and virtual servers. 12. Assist with managing Active Directory, network group policies: Restricting users/computers, installing scripts/software. 13. Assist with the upkeep and maintenance of the College wireless system. 14. Making such back-up copies of software as required. 		

	<ol style="list-style-type: none"> 15. Assisting with the monitoring of security of data, including virus detection, as well as compliance with the provisions of Data Protection legislation. 16. Assisting with the maintenance and configuration of the Windows Admin and Academic servers, including Active Directory administration. 17. Managing network group policies: Restricting users/computers, installing scripts/software 18. Monitor the “health” and status of the network; e.g. rate of hardware failure and availability of spare parts, network bandwidth bottlenecks, space usage, security, etc. Assist with the installation, configuration and monitoring of switches and access points. 19. Providing support to solve all technical IT problems ensuring that hardware and software applications are operating properly. 20. Maintain a booking system for equipment. 21. Advise the Head of IT & Digital Innovation when equipment needs repairing and investigate and recommend alternatives, ensuring best value at all times.
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College Accountabilities *All staff	<ul style="list-style-type: none"> • To be responsible for Health & Safety issues in all areas of own work within the guidelines stated in the College Health & Safety policy. • To take responsibility for own professional development in consultation with Line Manager, and be proactive and willing to invest in own development subject to the availability of appropriate resources and job/organisational requirements. • To participate in the College continuous review (appraisal) scheme and work towards achievement and/or exceeding of targets set - including carrying out the formal appraisal of subordinate staff where appropriate. • To carry out all duties and responsibilities in accordance with all College Policies and procedures inclusive of Equal Opportunities, Safeguarding and Data Protection, core values, behaviours, maintenance of confidentiality and other relevant procedures. • To be a proactive and effective team member working flexibly and efficiently toward the achievements of the department targets leading to the overall College strategic targets. • To undertake any other such comparable duties as may be reasonably required by the Line Manager or his/her delegated deputy. • Support the improvement , growth and sustainability of the College.
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Person Specification		A - I - T
Qualifications & Experience	<i>Method of candidate assessment:</i> A = Application form I = Interview T = Test	A - I - T
Mandatory qualifications:	<ol style="list-style-type: none"> A. Level 2 (GCSE or equivalent) qualifications in English and mathematics or willingness to obtain within the first 18 months of employment. B. Relevant qualification e.g degree in computing or equivalent 	A
Desirable Qualifications		A
Professional Experience	<ol style="list-style-type: none"> A. Experience of working in post-16 educational organisations. B. Experience of working within a computing environment C. Experience of supporting staff and learners with IT & Digital issue, face to face and remotely 	A/I A/I/ T A/I/ T

Person Specification		A - I - T
Knowledge, Skill & Competencies	<i>Method of candidate assessment:</i> A = Application form I = Interview T = Test	A - I - T

Knowledge, Skill & Competencies	A. Technical knowledge of PC hardware	A/I/ /T A/I/ T A/I/ T I/T A/I/ T
	B. Working knowledge of a range of Microsoft windows and Apple compatible software programs/applications	
	C. Sound working knowledge of Windows and Apple operating systems	
	D. Able to create, edit & design multimedia content for various mediums	
	E. Knowledge of current IT technologies and emerging tools in the marketplace relevant to College needs	
	F. Knowledge of web design and development, and content management systems	
	G. The ability to manage budgets and meet financial targets.	
	H. Strong organisational skills with an ability to manage a varied workload and meet deadlines	
	I. Excellent literacy, numeracy and ICT skills with the ability to use a variety of computer packages including MS Office, Google Drive and management information systems	
	J. Excellent communication skills including the ability to give and receive information / advice effectively to a wide range of audiences	

Person Specification		A
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Personal attributes – All college staff	<i>Method of candidate assessment:</i> A = Application form I = Interview T = Test	A - I - T
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Personal attributes	K. Ability to maintain confidentiality, act with integrity, uphold ethical values, including social responsibility, equality, diversity and inclusion in line with the College PRIDE values.	A/I A/I A/I I A/I/ T A/I
	L. Can demonstrate a commitment to safeguarding and PREVENT duty.	
	M. Commitment to own learning and development, with evidence of CPD.	
	N. Excellent interpersonal skills.	
	O. Commitment to teamwork, ability to work flexibly and under pressure.	
	P. An excellent team player with a willingness to contribute to the development of the College.	

Safeguarding Disclosure and Barring Service	Enhanced DBS required and any employee of the College are required to sign up to the update service
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All job descriptions are subject to regular review/updates as necessary for the role.

TO BE COMPLETED BY THE JOB HOLDER:

I agree the above job description:

Signature Job holder:		Date:	
Name of Job Holder:			

TO BE COMPLETED BY THE LINE MANAGER TO WHOM THE JOBHOLDER IS RESPONSIBLE TO:

Signature Line Manager:		Date:	
Job title:			