Job Description – ICT User Support Engineer

Role Title: ICT User Support Engineer	Salary: £27,692 - £30,261
Normal Place of Work: Any College Centre	Line Manager: ICT Manager
Normal Working Hours: 37	Responsible For: N/A

Purpose of role

We are seeking a dedicated ICT User Support Engineer to join our dynamic team. In this pivotal role, you will ensure the seamless operation of computer systems, empowering end users to efficiently complete their college tasks. This position offers the opportunity to engage in both fieldwork—supporting and maintaining in-house computer systems, desktops, and peripherals—and working on the ICT helpdesk, where you will prioritize, document, and actively resolve end-user help requests.

Your contribution is vital in maintaining the efficiency and effectiveness of the college's ICT infrastructure, enabling all users to perform their tasks without technical disruptions. You will collaborate closely with colleagues to foster a culture of high-quality support and responsiveness, aligning with the college's commitment to excellence. Your role will also involve actively engaging with users to understand their needs and ensure that solutions are tailored to enhance their experience. Embracing the college's Mission and Values will be central to your work, reinforcing our dedication to providing outstanding support and service to the entire college community.

Our Approach

The College adopts a people-first approach. This provides a highly supportive, flexible approach to enabling everyone to excel within their roles and to reach their full potential. You can expect the following:

- The 'Right to Disconnect' from work outside of your normal working hours
- A supportive, highly utilised hybrid working policy
- An Aspiring Leaders programme open to all
- Management Academy for all management roles covering management skill and internal processes
- Welfare Rooms at all our sites for professional breakout and relaxation spaces
- A bespoke programme of recognition, reward and celebration for colleagues throughout the year to recognise your hard work.

Inclusivity and equality of opportunity is core to our College community and we expect everyone to display our values. Our students come from diverse backgrounds and the communities we serve are diverse too. The College employs great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our College community stronger. So, do our values speak to you?

- **Boldness**: We will innovate and take risks for the benefit of our students, communities and employer stakeholders.

- **Respect**: We will work and learn in an environment of mutual respect, valuing diversity.

- **Inclusion**: We will be ambitious for all of our students, colleagues and stakeholders.

- **Sustainability**: We will commit to sustainable practices and green skills delivery.

- **Teamwork**: We will work collaboratively, and our teamwork will deliver high performance.

- **Openness**: We will be open to new ideas, perspectives, cultures and learning experiences, creating an inclusive and welcoming environment.

- **Learning**: We commit to lifelong learning, continuously striving for knowledge, skills, and innovation.

College Benefits for self-care: Quick Reference

- two-week Christmas Closure without the need to use your holiday allowance

- paid time off for volunteering in the community

- cross-college and individual professional development opportunities all year round

- family and lifetime friendly policies such as flexible working, paid time off for fertility treatment, menopause support, and a variety of online shopping discounts available.

Full details on all our employee benefits can be found here.

What will the job entail?

A) User Support and Training: Provide training and assistance to end users on computer operations and ICT equipment, ensuring effective use of technology.

B) Hardware Management: Install, configure, maintain, and troubleshoot end user workstations and network devices, ensuring optimal performance.

C) Communication and Response: Address incoming support requests via calls, messages, or emails, documenting issues and user details accurately.

D) Inventory Oversight: Maintain an up-to-date inventory of IT equipment, ensuring proper documentation of hardware failures and repairs.

E) Troubleshooting and Diagnostics: Utilize diagnostic tools and resources for effective problem resolution, applying hands-on fixes at the desktop level.

F) Project Support: Assist in the development and implementation of new computer projects and hardware installations, contributing to innovative solutions.

G) Preventative Maintenance: Conduct regular maintenance on workstations and peripherals, ensuring equipment longevity and reliability.

H) Security Compliance: Implement and maintain security measures for ICT equipment, safeguarding against potential threats and vulnerabilities.

I) Professional Development: Reflect on personal practice and engage in performance reviews to identify areas for improvement and growth.

J) Safety and Responsibility: Ensure personal safety and that of others in the workplace, acting responsibly with resources and contributing to sustainability initiatives across the institution.

Who will I work with?

Team working is a key part of working in a college. These are the key teams and individuals you will work with in this role.

Students	Providing excellent customer service to students is our priority, and contributes to improving the learning experience for them.
Staff	Providing excellent customer service to staff ensures staff are able to provide the best learning experience for our students.
ICT Teams	Developing good working relationships and inter-team working is key to delivering excellent customer service to students and staff.

There are some other things that we are all responsible for, whatever your role. These are;

- Being a champion and advocating for Equality and Diversity throughout College and behaving in a manner that displays British Values.

- Embedding safeguarding into your / your teams working practices and escalating any safeguarding concerns immediately in line with the College's safeguarding policy. All new employees to the College are required to complete and obtain an enhanced DBS disclosure. Further information will be sent to all prospective colleagues as part of the application process.

- Embedding Health and Safety best practices and ensuring a safe working environment for everyone, according to the Health and Safety at Work Act.

- Modelling and promoting high expectations in and around the College

- Actively participating in your appraisal, contributing to a culture of self-reflection, wellbeing and professional growth

- Representing and promoting the College internally and externally and acting as an ambassador

- Promoting the College's student first ethos by supporting at College open events to provide a quality experience for perspective students

- Engaging in implementing changes and promoting innovation as this is actively encouraged

- Undertaking other reasonable duties commensurate with the level of your post.

Person Specification

Shortlisting is completed by hiring managers against the Person Specification criteria. Please ensure you demonstrate in your application how you meet the Person Specification criteria outlined below to ensure your application has the best chance of success at shortlisting stage.

	Essential	Desirable
Qualifications		
GCSE at levels A - C including Maths and English or equivalent	✓	
Degree or equivalent level qualification		✓
Knowledge and Experience		
Level III NVQ or equivalent	✓	
MCSE, CNE, CNA, MCP or another IT accreditation	✓	
Good working knowledge of Microsoft Operating Systems, Microsoft Office, printing configurations, Web technologies	✓	
		✓
At least 1 year of experience in IT support	✓	
Have undertaken at least 6 IT related training events over the last 3 years		✓
Working knowledge of Macintosh systems		✓
Knowledge of Linux		✓
An understanding and commitment to equality and diversity.	✓	
Ability to demonstrate strong organisational and administration skills.	✓	
Knowledge of FE or HE sector.		✓
Supervision of an apprentice when required		✓
Skills and Abilities		
Good analytical skills.	✓	
Proven fault finding and system analytical skills	✓	
Good keyboard and writing skills	✓	
Excellent verbal and written communication skills.	✓	
Ability to present ideas in a user-friendly language.	✓	
Strong IT skills, familiar with Microsoft Office applications.	✓	
Lifting and transporting of moderately heavy objects, such as computers and peripherals.	✓	
Highly organised and able to prioritise and meet deadlines in a busy working environment with possible conflicting priorities.	✓	
Able to work in a team.	✓	
Effective customer service skills.	✓	
Excellent interpersonal skills.	✓	
Ability to successfully demonstrate a proactive approach to work.	✓	

This job entails travel throughout the Bristol and South Gloucestershire area. Some college sites are poorly serviced by public transport, therefore in order to carry out the work in a timely and efficient fashion you are required to have access to a motor vehicle and possess a valid driving licence.	✓	
You should be flexible and be able to work with a minimum of supervision.	✓	
A standard 37 hours a week is in operation but at times during the year this may need to be exceeded, time off later will be allowed.	✓	