



ASSISTANT IT TECHNICIAN (COMPUTER SCIENCE SUPPORT)

Permanent and Full Time - Required to start ASAP

We are seeking to appoint a reliable and enthusiastic IT Technician who has an excellent work ethic and good attention to detail to support our Computer Science and IT Teaching teams, and our busy College IT team. This is a unique role to support the broader IT functions of the college alongside providing specialist support to the Computer Science and IT teaching team.

Contract details:

- **Permanent and Full time - 37 hours per week - Monday to Friday**
- **Flexibility on start/finishing times, but you will required to work some late afternoon/evening times.**
- **The salary is £24,010 per annum**
- **Salary increases annually up to £25,276 per annum over 3 years.**
- **Holiday entitlement is 24 days per annum. This entitlement rises to 29 days after five years' service.**
- **All Support Staff will automatically join the Local Government Pension scheme**
<http://www.eastsussexpensionfund.org>

HOW TO APPLY

Please submit your CV through our website [working for us](#)

Closing date: Wednesday 4 December 2024.

Interview date: Monday 9 December 2024

BHASVIC is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Our vetting procedures for prospective employees are in line with the guidelines provided by the Department for Children Schools and Families. Further information can be found on

<http://www.education.gov.uk/childrenandyoungpeople/safeguardingchildren>



THE IT SUPPORT DEPARTMENT AND THE VACANT POST

The key function of this post is split across two core functions. The Computer Science and IT (CompSciIT) department has unique technical requirements, and you will be central to supporting them with the smooth operation of their resources, tools and platforms.

Having interest and experience of using programming languages will be useful. You will also be responsible for supporting the use of GitHub Education and oversee the management of student accounts, general troubleshooting, and supporting staff in the development and deployment of their project applications.

The other important element is the provision of technical support for the IT systems across the College. You will be part of a team of six IT support staff, led and supported by the college IT Network Manager. The team services all the College IT provision and each member also has their own delegated areas of responsibility. You will have some practical experience of working in an IT-related environment and an ability to learn and deal with new IT systems and equipment. The work is split across the two teams and at times of the year you will be flexible in ensuring the delivery of the curriculum takes priority.

Good communication skills with all College IT users are essential and some administrative and clerical duties are also required.

The IT support department works from a central office with administrative, workbench and storage areas. We are a Microsoft institution, and the current network comprises of multiple Windows servers, with over 1500 workstations and laptops running Windows 10, many of which are managed with Intune, together with associated accessories. We use Virtual Servers running VMWare VSphere. There is internet access for all staff and students as well the use of M365 Teams, Office, Outlook and SharePoint for supporting students' learning.

The network and associated systems develop constantly to meet the needs of staff and students to use IT as an integral part of all courses in the classroom and from home. The department also provides vital IT support to the administrative areas in maintaining financial, staff and student records on various specialist software packages.

There will be ample opportunities for individual training and development, which is encouraged through the excellent College induction and staff development programmes.



JOB DESCRIPTION

PURPOSE OF JOB:

To provide technical support for all College IT systems and users.

SPECIFIC DUTIES:

1. Support the Teaching and Learning of Computer Science and IT courses

- Maintaining and onboarding online systems, including but not limited to GitHub Education
- Planning and preparation work with teaching staff to ensure smooth delivery of the curriculum
- Supporting staff and students in lessons with technical requirements
- Troubleshooting and supporting student application development
- Supporting the safe, secure deployment of student applications, including ensuring student activities are compliant with college cybersecurity policies and restrictions

2. Assist in the management of the college's computer network, facilities and software

- Install curriculum and administrative systems software on the college network
- Move IT and AV equipment as needed and set up systems on request
- Manage and maintain printers

3. Service desk support

- Contribute to the development of the IT Helpdesk, ensuring requests for work are prioritised and completed in line with the department's standards
- Work towards achieving and maintaining ITIL recognised standards of support
- Problem solve and troubleshoot issues on the staff & computers such as software, hardware, configuration and user errors.
- Provide a high quality of user support to include:
 - Microsoft Office (including Outlook)
 - Desktop support
 - Peripherals support
 - Effective use of interactive display boards and related software
 - Install software as required and to expected standards



- Update the knowledge base.

4. **Staff and student support and communication**

- Provide face-to-face and remote support for all users reporting faults or requesting assistance.
- Communicate promptly and effectively with staff and students on any IT systems support issues or related matters.
- Attend CompSCIT and staff meetings as required.

5. **Hardware installation and support**

- Carry out repairs and maintenance to hardware to maximise the efficiency of equipment.
- Ensure the correct disposal of damaged and un-repairable equipment so that the college meets its recycling duties in line with current procedures and legislation.

6. **Auditing**

- Security mark and resister all assets on the asset register
- Ensure the asset register is maintained and up-to date
- Assist with the production of an annual audit of the IT equipment

7. **General**

- Carry out all problem solving, changes, configuration, availability, capacity and continuity processes
- Actively pursue training and accreditation on agreed plans for the college network and system developments and upgrades including software.
- Take responsibility for own professional development, continually keep updated about new initiatives in educational IT, and contribute to the college as a learning organisation.
- To contribute to the Health and Safety of students and other staff in accordance with Health and Safety regulations and DSE legislation.
- Contribute to the effective implementation of projects and college IT initiatives.
- To undertake any other duties and responsibilities, which do not change the character and purpose of the post, as directed by the Principal.



PERSON SPECIFICATION

We are looking for someone who can show evidence of the following skills, experience and attributes.

	Essential	Desirable	Method of assessment
Qualifications			
1. A L3 qualification (e.g. BTEC or A-level) in Computing or IT or CompTIA A+ or equivalent OR at least one year's relevant experience working in a practical IT environment.	X		Application / Certificates / Reference
Skills in the following areas			
2. Connecting, adapting and maintaining IT hardware including computers, monitors, printers, networking devices and audio-visual attachments.	X		Application / Interview / Assessment
3. Installation of software	X		Application / Interview / Assessment
Knowledge and experience of:			
4. The use of Microsoft Windows operating systems and Microsoft Office/O365 applications, and the management of computer files and folders.	X		Application / Interview / Assessment
5. Health and safety, and data protection best practice and requirements in an IT environment.		X	Application / Interview
6. Some programming experience and familiarity with IDEs (we currently use the JetBrains suite, Unity, Visual Studio)	X		Application / Interview
7. Familiarity with the use of GitHub		X	Application / Interview
8. Ability to diagnose and resolve problems with IDEs		X	Application / Interview
9. Knowledge of current level 3 computer science and related courses.		X	Application/Interview
Experience of and the ability to:			
10. Work constructively and effectively as part of a team.	X		Application / Interview



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11. Prioritise and organise time effectively and work positively in response to a high workload or requests made at short notice.	X		Application / Interview
12. Strong interpersonal, communication and customer care skills	X		Application / Interview
13. Work independently and use initiative to solve problems	X		Application / Interview
14. Follow instructions accurately and with good attention to detail	X		Application / Interview / Assessment
15. Manually lift and safely handle heavy objects such as computers, printers, projectors etc. (An appropriate level of physical fitness).	X		Application / Interview
Other			
16. An interest in education and empathy with young people studying at sixth form level.		X	Application / Interview
17. An understanding of and commitment to the values given in the BHASVIC Staff Code of Conduct, the Equality and Diversity Policy, the Safeguarding policy and the Race Equality policy.	X		Application / Interview
18. Willingness and ability to undertake Microsoft Administrator Learning Path and other relevant training to fulfil the requirements of the post.	X		Application / Interview