IT TECHNICIAN

Thank you for your interest in this post at WQE.

We believe that this is a particularly exciting time to be joining us, offering a real opportunity to make a difference in this thriving and vibrant Sixth Form College. We strive for excellence in all aspects of our work with students; their academic and wider achievements, their learning experiences, the support they receive in their academic progress, their learning environment and their wider experience of College life. The College operates across two closely located campuses, next to the University of Leicester on University Road and a smaller campus at Regent Road.

In this context, we are looking to appoint an IT Technician to join our IT Services team. We are looking for an enthusiastic and customer focused person with excellent knowledge of Microsoft Windows and Microsoft Office who can help us provide high quality IT technical support to our students and our staff. The successful applicant will ideally have experience of working within an IT setting, the ability to work in a friendly and professional manner and strong planning, organisational and communication skills. It is anticipated that the successful applicant for this post will work across both the College’s University Road and R Building Campuses.

This is a permanent, full time post, 37 hours per week to commence soon as possible. The salary will be on the Sixth Form Colleges’ Support Staff pay scale 22-25. The actual starting salary for this post is £18,780 per annum. A defined benefit pension scheme is also offered as part of the remuneration package for this appointment.

For our part we shall make every effort to support our new colleagues in making the best of the professional opportunities offered by this post.

APPLICATIONS

If you wish to apply for this post please return the completed application form including the personal details and equality and diversity monitoring forms.

Please do not submit a separate CV. Only information on the application form will be used in the selection process.

Completed applications must be returned by 9.00am on Friday 10 January 2020. Short-listed applicants may be contacted via telephone, and therefore it is essential that appropriate contact numbers are included within the application. Interviews will be held during the week commencing 20 January 2020.
If you have not received further communication from the College within 2 weeks of the closing date please assume that your application has not been successful on this occasion.

Please return all completed applications to:

HR Department, WQE and Regent College Group, University Road, Leicester LE1 7RJ or via e-mail at vacancies@wqe.ac.uk
IT SERVICES – FURTHER INFORMATION

The College’s IT Services team provides the College with the IT systems that it wants and needs to be able to make its students and staff more productive. We fix IT systems when they go wrong, we develop and upgrade systems and we provide support to the College’s students and staff in their use of those systems.

IT-HELPDESK

The IT-HELPDESK is a service we provide. The service is currently operated by the Senior IT Technician, the IT Technicians and the Apprentice IT Technician. You will learn how to operate the helpdesk and will become part of that rota. The helpdesk is operated between 8am and 4pm on weekdays. The helpdesk operators provide immediate support to callers’ issues. We attempt to solve as many problems at that point as possible.

Systems – Implementation, Support and Maintenance

The team delivers, maintains and supports the College’s IT-Services. Many of the services provided are common across organisations and industries, such as Desktop Computing, Email, Printing, Internet, Microsoft Office, etc. Other services are provided in order to meet the business needs of the College. All of those services are delivered by the underlying hardware and software which includes –

- A fleet of Desktop and Laptop computers
- Windows 10, Office 2016 and Adobe Creative Suite are installed on all computers
- a Local Area Network (LAN) and wireless network that spans the whole site
- The wireless network provides for students and staff to use their own devices (BYOD)
- a commercial grade Internet connection
- some 50 virtualised Microsoft Windows Server based servers
- server features in use include AD, Group Policy, DNS, DHCP, File and Print sharing
- a database platform based on Microsoft SQL Server
- an web-hosting platform based on Microsoft IIS and LINUX technologies
- virtual servers run on a physical server cluster (3 servers) running Hyper-V
- central and backup data storage is provided by two high volume Storage Arrays
- backup is provided by commercial grade backup system

Everyone in the team, under the supervision of the IT Services Manager, will have a responsibility to support and maintain the college’s IT services and underlying systems. To that end, team members are required, over time, to gain a working knowledge of the College’s systems and to take responsibility for overseeing specific systems themselves.

Key Responsibilities and Duties will include:

- IT-HELPDESK – respond to calls, emails, attempt to answer on the spot
- Take ownership of incidents and service requests that have been assigned
- Assist students and staff directly and indirectly with their IT queries and problems
• Problem Resolution – diagnose and resolve incidents
• Desktop Computer – installation, verification checks, etc.
• Local Area Network – install, test and commission network cabling and equipment
• Take responsibility to deliver small to medium sized IT projects as assigned by supervisor
• Maintain Documentation (team)
• Maintain Asset Database (team)
• Be part of the team’s commitment to Continuous Service Improvement

More important than technical ability are skills pertinent to providing IT support – like the ability to express technical concepts in layman’s terms, probably over the telephone, and a methodical approach to problem solving.

I would like to thank you again for your interest in this post and I hope that we may hear from you in due course.