

JOB DESCRIPTION

Job Title: IT Support Officer

Department: Information Technology (Computing)

Reports to: Head of IT

Purpose of role:

Part of a team of ten reporting directly to the Head of IT, looking after an IT environment that supports over 1500 users, accessing over 50 servers the purpose of the IT Officers role is: To provide an excellent IT service to all members of College, to carry out day-to-day support of the College's IT systems. To be involved in the upkeep and maintenance of the PC's and Mac's, networks, printers and business systems. To assist in IT projects concerning desktop hardware and software; to provide input into, and support of, the College's IT strategy.

Key accountabilities:

- To provide an excellent level of 1st and 2nd line IT Service to the College community, through a continually developing IT support function, meeting agreed service levels.
- To monitor, maintain, test and troubleshoot key business systems, desktop software, desktop hardware and telephony.
- Responsible for the implementation, integrity, security, and operation of the College desktop IT infrastructure.
- To contribute to technical projects involving desktop systems, & key business systems.
- To identify opportunities for service and systems improvement, and plan workload to facilitate these.
- To specify, develop and maintain accurate and up to date technical, system and instructional documentation for the College's IT systems and procedures, including clear records of incidents, changes and releases within the IT service management system.
- Collaborate with, co-ordinate and develop strong working relationships with outside agencies e.g. University Information Services and external project partners.
- To be responsible for running the dedicated daily student drop-in support service, communicating with empathy and following the appropriate College escalation route where a pastoral or welfare concern is identified.
- To support the Audio Visual Manager with AV related support requests and meeting setups.
- To research and evaluate technical products and solutions, gathering and analysing technical, financial and organisational information and, where appropriate, liaising with suppliers, arranging testing and supporting proof-of-concept exercises.
- To provide accurate technical information, advice and updates to the Head of IT to support informed decisions relating to systems, expenditure and service delivery.

- To share technical knowledge with colleagues and provide guidance or training on new systems, tools and processes, supporting the continued development and resilience of the IT team.
- To handle and carry computer equipment safely, including on stairs, and occasionally work in confined spaces or use ladders, with appropriate equipment, assistance and reasonable adjustments where required.

The College reserves the right to make reasonable changes to the duties and requirements in the job description, which may be necessary to meet the changing needs of the role or to reflect the latest technology or best practice.

PERSON SPECIFICATION

Criteria	Description	Essential/Desirable
Experience	Experience supporting a Microsoft desktop infrastructure.	Essential
	Knowledge of Microsoft 365, Entra, and associated applications and tools.	Essential
	Experience as part of a professional IT support team.	Desirable
	Experience of IT incident, change and problem management.	Desirable
	Experience of using a service management tool.	Desirable
	Experience administering Teams Telephony systems.	Desirable
Skills	Proficient in the installation, management and development of a Microsoft desktop infrastructure.	Essential
	Proficient in using Microsoft active directory and Entra to manage users, groups and computers and building and applying policy.	Essential
	Proficient in managing a Microsoft Office 365 environment, particularly Exchange Online and SharePoint.	Essential
	Ability to manage mobile devices, including smartphones and tablets.	Essential
	Excellent customer service skills.	Essential
	Experience in supporting Mac OSX and Apple Hardware	Essential
	Understanding of and experience in maintaining IT security.	Essential
	An understanding of servers and virtualisation.	Essential
	Proficient in supporting users over the phone, email and desk-side.	Essential
	Experience in restoring data from backups.	Essential
	Administration of user related firewall settings.	Essential
Qualifications	Good standard of general education, including a minimum of GCSE maths and English grade A-C (or equivalent).	Essential
	A-Level or equivalent IT related qualification.	Essential
Additional requirements	Problem solver able to strive to find solutions to problems.	Essential
	Ability to work effectively as part of a team and with other College departments.	Essential

	Ability to work in liaison with people of all levels, with a strong 'customer service' focus.	Essential
	Ability to work effectively on own initiative.	Essential
	Ability to prioritise own workload to meet deadlines and colleagues' expectations.	Essential

EMPLOYMENT DETAILS

Rate of Pay:	£35,328.00 per annum.
Hours:	36.25 per week, Monday to Friday.
Probationary Period:	Four months.
Contract type:	Permanent.
Holiday:	25 working days per annum plus 8 public holidays.
Meals:	Free lunch is provided for staff whose duties cover this period when working in College.
Pension scheme:	A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three month's service. All staff will become members unless they choose to opt out.
Private Health Care:	Membership of a free health care and a dental care scheme are available. Staff are able to join the schemes after successful completion of their probationary period, subject to eligibility. This is a taxable benefit.
Gym:	Membership of the College gym is available for a modest fee. Inductions are compulsory.
Sports & Social Club:	The Trinity College Staff Sports and Social Club, run by a committee of staff, offer regular outings to places of interest, and organises functions including a Christmas event.
Cycle to work Scheme:	A tax-free benefit allowing you to spread the cost of a new bike, including either a pedal bike or an e-bike, and equipment for it, over 12 months, maximum limits apply, after successful completion of their probationary period.
Employee Assistance Programme:	To support staff emotional and physical wellness, we provide free access to an employee assistance scheme, available 24/7. This is a free and confidential telephone and web based information and support service providing staff with access to professional consultants and counsellors.
Childcare:	Access to a workplace nursery, subject to places being available.
College Punts:	Use of College punts at a subsidised rate.
Access to College:	The College is unable to provide parking on site. Access to and parking in the City Centre is becoming increasingly difficult. The City Council has provided several Park and Ride sites around the city outskirts, with regular bus services. Many members of staff cycle to work and the College may be able to provide covered cycle parking.
Location:	The role is based on-site, 5 days per week.