

B BORDERS COLLEGE B

JOB DESCRIPTION

Job Title	IT Infrastructure Technician
Post Holder	
Accountable To	ISLT Manager
Responsible For	Supporting the provision of an efficient and effective IT service by assisting to manage our network, server, storage, communications, data and wireless infrastructure across all sites.
Department	ISLT

Overall Purpose of Job

Working with the ISLT team in ensuring we provide an efficient and effective IT Service to all our users. This role will concentrate on support and maintenance of our network, server, communications and storage infrastructure and to ensure the required technical knowledge is spread amongst the team members.

Main Duties and Responsibilities

1. Network Support

- a. Maintain network functionality and undertake all duties associated with ensuring efficient performance, including maintenance and updates to relevant infrastructure including but not limited to Firewalls and core/edge switches on our multi-site college.
- b. Support the operation of VOIP and other telephony systems, in association with the ISLT Manager
- c. Support the networked print services, supporting hardware and functionality.
- d. To create and document procedures/processes and provide guidance/support to other team members.
- e. Respond to and resolve incidents within agreed service specifications in order to minimise downtime.
- f. Work closely with external vendors/support partners when required.
- g. Ensure that all warranties are maintained and that equipment is replaced in accordance with recommended schedules.
- h. Work with iSLT Manager on procurement projects.
- i. Provide specialist advice on hardware and software suitability for operation on all equipment.
- j. Ensure proper "Hardcat/Asset" labelling and documentation on ALL relevant systems.

- k. Relocation of equipment as required, ensuring any disconnection and reconnection is enacted under appropriate standards.
- l. Ensure all installations/configurations are properly licensed.
- m. Participate in the creation and delivery of Disaster Recovery Procedures.
- n. Propose options for service improvement.

2. Windows Servers

- a. Assist with the day to day operating of the physical and virtual server estate.
- b. In-depth knowledge of VM-Ware.
- c. To provide ongoing administration development and technical support for all Windows servers inc SQL/Exchange.
- d. Using SCCM you will manage automated server updates.
- e. To create and document procedures/processes and provide guidance/support to other team members.
- f. Ensure all installations/configurations are properly licensed.
- g. Respond to and resolve incidents within agreed service specifications in order to minimise downtime.
- h. Participate in the creation and delivery of Disaster Recovery Procedures.
- i. Provide advice to team members, staff and students on appropriate use of IT systems.
- j. Work closely with external vendors/support partners when required.
- k. Ensure all installations/configurations are properly licensed
- l. Participate in the creation and delivery of Disaster Recovery Procedures
- m. Scripting in PowerShell for development purposes.
- n. Propose options for service improvement.

3. End User Devices

- a. Assist the team with all aspects of end user device functionality and support – hardware and software.
- b. Assist with device deployment and management.
- c. Enable connection of IT devices to the network.
- d. Ensure all installations/configurations are properly licensed.
- e. Propose options for service improvement.

4. Development and improvement of organisational efficiency

- a. Compliance with College policies, procedures and the implementation of decisions of the College.
- b. Provide advice to team members, staff and students on appropriate use of IT systems.
- c. As part of the ISLT Department, engage in populating a departmental knowledge base.

- d. Undertake any other duties appropriate for the efficient and effective management of the College as directed by the Principal or her designated deputy.
5. Personal and Professional Development
- a. Adopt flexible working methods to meet the changing needs of the College.
 - b. Develop and maintain quality standards appropriate to the post.
 - c. Develop and maintain professional standards and expertise by undertaking relevant professional development.

The above mentioned duties and responsibilities represent the current situation and may change over time to reflect the changing needs and requirement of the College.

Signed Date
(Staff Member)

Signed Date
(Line Manager)

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JOB & PERSON SPECIFICATION

QUALIFICATIONS	Essential or Desirable
SCQF Level 8 (HND)	Essential
Relevant Technical Qualifications	Desirable

KNOWLEDGE	Essential or Desirable
Microsoft Server configuration, troubleshooting and maintenance	Essential
VM-Ware configuration, troubleshooting and maintenance	Desirable
Network configuration, troubleshooting and maintenance	Essential
Network switches configuration, troubleshooting and maintenance	Essential
LAN/WAN and VLAN configuration, troubleshooting and maintenance	Essential
Firewall configuration, troubleshooting and maintenance	Essential
SCCM configuration, troubleshooting and maintenance	Desirable
VOIP configuration, troubleshooting and maintenance	Essential
Technical knowledge in Windows 10 Installing and troubleshooting	Desirable
Desktop/Laptop/Mobile deployment and troubleshooting	Desirable
Office 365	Desirable
Apple MAC configuration, troubleshooting and maintenance	Desirable
Working knowledge of PowerShell configuration	Desirable

EXPERIENCE	Essential or Desirable
Expertise in Microsoft Server 2012 and 2016 Operating Systems	Essential
Expertise in Microsoft Exchange and SQL	Desirable
Expertise in using VM-Ware	Desirable
Expertise in network infrastructure including firewalls, routers, core and edge switches	Essential
Desktop deployment/troubleshooting using SCCM / PDQ	Desirable
Configuration and maintenance on VOIP systems	Essential
Experience with multi-site organisations	Essential
Previous experience in similar role	Essential
Technical environment experience	Essential
Create and modify technical documentation	Essential

INTERPERSONAL SKILLS AND ABILITIES	Essential or Desirable
Excellent people, communication & inter-personal skills with the ability to work as part of a larger team & also on own initiative	Essential
Ability to develop positive working relationships with individuals at all levels (internal and external) and to promote the College	Essential
Ability to train other team members to spread knowledge around the team	Essential

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OTHER ABILITIES/QUALITIES	Essential or Desirable
Effective prioritisation and organisational skills	Essential
Able to plan ahead and anticipate support needs	Essential
Capacity to work under pressure	Essential
Ability to work effectively within a team	Essential
E-literate and competent in developing, administering and using PC and associated networks and systems to acquire, manipulate and disseminate information	Essential
Have a strong sense of purpose and the drive to achieve agreed goals	Essential
Ability to maintain a tidy and organised workspace	Essential
ATTITUDES AND BELIEFS	Essential or Desirable
Commitment to continuous professional development	Essential
Commitment to high professional and personal standards of work and conduct	Essential
A personal commitment to keeping your professional knowledge up to date and improving your capabilities. Formally recording your learning to show that you are actively committed to the development of your career	Essential
WORK-RELATED CIRCUMSTANCES	Essential or Desirable
The ability to be flexible and provide support to other team members	Essential