

Ruskin Mill Trust (the Trust)

Job Description

Position:	Technical Services Assistant
Field of Practice:	Transformative Leadership and Management
Post Reference No:	RMT10193a
Grade:	Grade 6 : 7
Responsible to:	Technical Services Manager
Location:	All Trust Sites

Job Purpose

The post holder will provide first line user support for the information technology systems/hardware and assist the Technical Services Manager with the administration of the network and servers. The post holder will

The post holder will be expected to embrace, articulate and work with the Trust's spiritual architecture.

The post holder is to contribute to the whole life of the College and Trust, always remembering that our core purpose is to improve the education and lives of the young people at the College.

Evening and weekend working may be required in exceptional circumstances, and will be subject to prior arrangement.

Corporate Contribution

The post holder will be expected to contribute as required and uphold the aims, objectives and commitments of Ruskin Mill Trust.

Main Duties

1. To provide first line user support to staff and students as required using the desktop systems, including dealing with operational problems such as hardware faults and software incompatibilities. This includes supporting an issue through to resolution independently, or liaising with senior colleagues whilst maintaining direct communication with affected staff and students
2. To install, maintain and repair (including arranging warranty repair) of IT related equipment, including phones, computers and printers, as guided by the Technical Services Manager. Contracts and terms provided by phone, computer and printer suppliers should be maintained by the Post Holder and used to arrange prompt servicing and repairs.

3. To assist in the management and control of any shared ICT equipment, including necessary controls to maintain the security of the equipment whilst under shared use.
4. To support in developing and implementing new projects
5. To provide technical support with the use of technology and network compatibility, identifying problem areas and investigating and implementing solutions.
6. To assist with the administration and development of the desktop and office network systems as required, including user administration, maintenance of the Office E-mail system, Internet Filter Software and ensuring that the security procedures for the desktop system within the office network are appropriate and are being followed.
7. To assist in the maintenance of relevant management and system administration records such as user requests and action taken, asset records, software records and maintenance requests and outcomes. Undertake a schedule of PC "health checks" and ensure effective deployment/utilisation of anti-virus software.
8. To work with the staff to encourage the appropriate use of IT and help with identifying relevant technologies and implement as necessary. This includes creating training guides and providing training to staff to carry out common IT tasks
9. To maintain and assist with installation of voice and data cabling as necessary, including configuration of IP telephony such as telephone configuration, extension management and direct dial assignment.
10. To support the team promoting equality and diversity in the workplace and delivering services which are accessible and appropriate to the diverse needs of service users.
11. To comply with the Trust's Manual Handling Policy and Practice.
12. To undertake any other duties within the scope of this role that may be required by the Technical Services Manager.

General

1. To share the Trust's commitment for promoting and safeguarding the welfare of students.
2. To be responsible for promoting and safeguarding the welfare of students, children and vulnerable adults that you come into contact with.
3. To carry out the above duties in accordance with the Trust's Health and Safety Policy.
4. To actively support and promote equality and diversity throughout the Trust.
5. To work co-operatively with other staff within the Trust.

6. To work with students as and when required.
7. To comply with all the policies and procedures of the Trust as contained in the booklet entitled “Ruskin Mill Trust Limited - Student Protection Policies”.
8. To maintain exemplary standards of professionalism, honesty and respect at all times, and not abuse the privilege of access to confidential information.
9. To be responsible for the care and development for your working area.
10. To deliver training or development opportunities as required.
11. To maintain a ‘duty of candour’ and to be open and honest at all times, ensuring that concerns are raised promptly through the appropriate management routes.
12. To attend meetings and supervision as required.
13. To undertake training and development as required by the Trust and the Hiram Education and Research Team. To be committed to professional self-development, through participation in-service training as necessary for the successful carrying out the role.
14. To undertake work related continued professional development (CPD) as required by the post.
15. May, from time to time be required to work additional hours as shall be reasonably necessary to discharge properly your duties and responsibilities outlined in this job description.
16. To undertake any other duties appropriate to this level of post which will evolve as the job progresses until the job description is reviewed.

Staff Management and Supervision

The Technical Services Assistant has no direct staff responsibility.

Liaison

To liaise with all staff employed by the Trust, professional bodies, external consultants, and any outside bodies as and when required.

Job Revision

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

Where the post holder is disabled or becomes disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable job redesign will be given full consideration.

Person Specification / Training and Development Requirements

Position: Technical Services Assistant

The following are the criteria that will be used for Shortlisting

Essential Experience, Skills and Experience:

- Good knowledge of Windows 10/11
- Computer Literate in Microsoft Office, including, Word, Excel, Powerpoint and Outlook
- Good organisational skills
- Confident and enthusiastic user of ICT
- Good interpersonal skills and the ability to foster and maintain collaborative working relationships and sharing of good practice
- Good organisation skills
- Ability to demonstrate high levels of discretion and confidentiality
- Enthusiastic, energetic, well organised, good communicator
- Ability to create simple user guides to support training and user adoption of technology
- Ability to manage IP telephony systems, including extension and direct dial management
- Knowledge of, or willingness to learn about various technologies and their use within Ruskin Mill Trust

Desirable Experience, Skills and Experience:

- Awareness or knowledge of Windows System Administration
- Awareness or knowledge of local area networks (wired and wireless)
- Awareness or knowledge of Wide area networks, and administration of such systems
- Use of Audio-visual equipment and its maintenance
- Awareness or Experience using Active directory and Group Policy
- Awareness or Experience in supporting local area networks and wide area network administration

Once appointed, the post-holder must complete the following trainings and qualifications within the timescales set

Training or Qualification	Name	Timescales for completion	Length of programme
Qualifications / Training	Introduction to Ruskin Mill Trust	Within first 2 weeks of employment	2 week programme
	Management of Actual and Potential Aggression	At first available opportunity	1 day
	PREVENT training	Within 1 week of commencing role	Online - about 1 hour
	Safeguarding - Internal Policies and Procedures	Within 3 months of commencing role	2 hours
	Equality and Diversity	Within 3 months of commencing role	2 hours
	Craft activities as agreed with line manager	1 year	Variable