Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>IT Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>IT Department</td>
</tr>
<tr>
<td>Grade</td>
<td>Grade 6/7 (c £32k-£37k)</td>
</tr>
<tr>
<td>Job Holder</td>
<td>IT Manager</td>
</tr>
<tr>
<td>Responsible to</td>
<td>IT Manager</td>
</tr>
<tr>
<td>Date</td>
<td>May 2017</td>
</tr>
</tbody>
</table>

1. Job Description

The College’s IT staff manage all aspects of IT delivery and support. Areas of IT activity within the College include: software and hardware support for all users in College, whether staff, academics, students or others using computers; maintenance of the physical network (both wired and wireless); maintenance of College servers and systems; maintenance of the College’s computer rooms; maintenance of College CCTV systems; maintenance of College telephone systems; liaising with external companies and contractors providing software and hardware solutions; maintenance of and compliance with IT policies in College; and supporting the College’s web based activities. The post holder will work with the IT Manager and other staff to provide IT support within College covering a broad range of IT activities.

2. Duties and Responsibilities

Primary responsibilities:
- Ensuring smooth running of college networks, servers and other key systems.
- Providing IT support to all members of the college, conferences and visitors.
- Installing and maintaining operating systems and application software.
- Upgrading and maintaining computer hardware.
- Monitoring potential security issues and remediation of threats.
- Creating and maintaining operational, systems and user documentation.
- Purchasing software and ensuring compliance with licensing agreements.
- Ensuring adherence to relevant IT policies and standards.
- Additional responsibilities include contribution to:
  - Administration work including help with IT project management and solution procurement.
  - Maintaining a database of IT assets owned by the college.
  - Contributing to development of college IT policies and ensuring compliance.
- Any other tasks as required by the IT Manager.
3. Person specification

Qualifications:

- Educated to degree level or 5+ years’ experience in a similar role.
- Server administration or networking qualification desirable.

Experience:

Essential:

- Experience of TCP/IP networking and switch setup, including VLANs, DHCP, STP, SNMP.
- Experience of Windows Server (AD) and/or Novell eDir systems administration.
- Proven experience of IT support.
- Experience of Linux systems administration.
- Experience of installing and supporting desktop operating systems (Windows and Mac OS X).
- Experience of installing and configuring email clients and anti-virus software.
- Experience of troubleshooting computer and software related issues.
- Experience of virtual machine administration (HyperV, Xen or VMware).
- Experience of systems backup and disaster recovery administration.
- Experience of providing first line IT support to users.
- Experience of documenting system configurations and changes.
- Experience of purchasing software and managing licenses.

Desirable:

- Experience of Bradford Network Sentry administration.
- Experience of working within an academic environment.
- Experience of database administration (MySQL, MSSQL, MS Access).
- Experience of deploying and administering web based services.
- Experience of central anti-virus management (Sophos Enterprise Console).
- Experience of firewall, IPS and network access control system administration.
- Knowledge of VoIP telephone and IP CCTV systems.

Skills:

- High levels of self-motivation, initiative and ability to promote and demonstrate a flexible ‘can do’ attitude.
- Excellent communication skills with non-technical users.
- Demonstrable technical problem-solving skills.
- Excellent interpersonal and oral communication skills.
- The ability to develop technical solutions and present them both verbally and in writing to audiences of all abilities.
- Organisational and planning skills.