

JOB DESCRIPTION

JOB TITLE:	IT Services Engineer
DIRECTORATE:	IT Services
RESPONSIBLE TO:	IT Services Manager
RESPONSIBLE FOR:	No Subordinate Staff
PURPOSE OF JOB:	To install and support IT Systems within the College.

MAIN TASKS AND RESPONSIBILITIES

1. IT Support Duties
2. Miscellaneous Duties
3. General Responsibilities

1. IT Support Duties

- 1.1 Build and/or install PC Desktop systems. Install system hardware / software upgrades Install and configure peripheral devices, printers, scanners etc.
- 1.2 Monitor College Server systems and upgrades accordingly.
- 1.3 Install operating system and application software, including upgrades, configuring systems accordingly.
- 1.4 Provides technical support and problem solving for PC desktop system hardware, Server and software faults across all College Campuses.
- 1.5 Organises repair of faulty equipment.
- 1.6 Organise IT stock levels and carry out routine testing of IT equipment.
- 1.7 Carries our general maintenance tasks on IT equipment.
- 1.8 Assists with the installation and maintenance of network equipment including files servers, switches, patch cabling etc.
- 1.9 Assists with the daily running and routine upgrades of the Colleges IT systems which include email, anti-virus protection, backups, WI-FI and internet access.

- 1.10 Organises the IT workshop to ensure adequate stock level are maintained and equipment is inventoried.

2. Miscellaneous Duties

- 2.1 Supports the maintenance of an inventory of hardware and software located on college premises.
- 2.2 Maintains current knowledge of developments in IT and systems.
- 2.3 Carries out administrative duties required to ensure the efficient running of the IT Services department.
- 2.4 Ensures that equipment is maintained in safe working order and that the requirements of Health and Safety legislation are met.
- 2.5 As directed by Academic staff, assists with the supervision of students for reasons of safety and security.

3. General Responsibilities

- 3.1 Contributes to the attainments of the College's strategic objectives as appropriate.
- 3.2 Complies with all College policies, practices and procedures.
- 3.3 Participates in staff development activities and appraisal schemes and takes responsibility for personal development.
- 3.4 Undertakes such duties as may reasonably be required of you to commensurate with your grade and general level of responsibility at your initial or present place of work, or any other establishment for which the College provides services.
- 3.5 Takes responsibility for the safeguarding and promoting the welfare of children.

NB In consultation with you this job description is liable to variation by College Managers to reflect or anticipate changes in the College's requirements.