Job Title: IT Technician (12-month fixed term contract)

Department: Information Services and Technology

Responsible to: Head of IT and Business Services

Purpose of Job: A key role in delivering Information Services and Technology support to the community of Corpus Christi College, visitors, and guests. Providing technical skills and experience both via the means of customer-focused helpdesk support and back-office systems operations.

Duties and responsibilities:

1. Primary point of contact for user support to staff, students, Fellows and College guests. Providing resolution to IT problems and issues as far as possible.

2. Document all support requests and resolutions, maintain consistent customer communication, and ensure current and relevant knowledgebase.

3. Information systems administration to include, but not limited to, the following technologies:
   a. Managed wired and wireless networks
   b. Microsoft Active Directory technologies
   c. Microsoft desktop and server and desktop operating systems
   d. Linux operating systems (Ubuntu, Debian, CentOS).
   e. Line of business applications (Microsoft Office etc.)
   f. A/V equipment, room setup and troubleshooting.

4. Security incident response as part of the team.

5. Provision of the best efforts out of office hours support subject to an on-call rota.

6. Ensure best practices and industry standards are adhered to, including configuration, information security, data protection, and data integrity issues.

7. Participate in operational projects.

8. To undertake training as part of a continual improvement programme.

The above is not an exhaustive list and the post holder may be expected to undertake other related duties as required by the Head of IT and Business Services. The list of duties may be subject to revision at the end of the probationary period.
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<thead>
<tr>
<th>Person Specification</th>
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<tbody>
<tr>
<td><strong>Education/Qualifications</strong></td>
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<tr>
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<td><strong>Knowledge/Experience</strong></td>
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| **IT Skills** | Operating systems: Windows, MacOS  
Devices: Configuring smartphones, tablets and general BYOD.  
Installing and maintaining peripherals such as printers/scanners, VOIP telephones, CCTV cameras.  
Backend services: Active Directory, DNS, DHCP.  
Network: Switch configuration |
| **Skills** | Ability to explain technical concepts simply, clearly, and comprehensively to a non-technical audience. | Proactive, thinking ahead to anticipate potential issues and addressing these before they arise. |
| **Personal Qualities** | • A collaborative worker who is also self-motivated and approachable with a “can do” attitude.  
• Organised and able to work independently (and with colleagues when necessary) to balance and prioritise “business as usual” activities with unplanned events.  
• The role holder will always be on the “front line”, representing the IST department internally and the College and University externally. | |
| Physical/Special Requirements | Some of the College buildings date from the 1300s, involving access to basements or upper floors via stairs, which can be narrow and/or steep. Equipment is installed in locations accessed via ladders so ability to work at height is required. Other buildings are located across the city, making mobility on foot or by bicycle essential. |

Issued by Department Head ..................................................Name  
 ..................................................Signature  
 ..................................................Date  
 
Accepted and Understood by Postholder ..................................................Name  
 ..................................................Signature  
 ..................................................Date  

This job description will be reviewed periodically when additions and amendments may be made.