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**Job Description – IT 1st Line Support Engineer**

**JOB TITLE**

IT 1st Line Support Engineer

**ACCOUNTABLE TO:**

Digital Learning Leader

**ABOUT THE COLLEGE**

Lakes College is a technical vocational Further Education College delivering education and training to full-time and part-time learners and apprentices to degree level. We have a vibrant campus in West Cumbria with state of the art vocational workshops and resources, including the National College for Nuclear Northern Hub.

Our mission and purpose are to:

 ‘*Enable people to recognise and develop their potential’*.

We are a people business and our mission applies as equally to our staff team as to our learners and employers’. We are a Good college and have ambition to be Outstanding by together developing our culture, standards and expectations. We encourage innovation, collaboration and reflection to lead to new ideas and methods. We gather, evaluate and use data to drive operational improvement.

**ABOUT THE ROLE**

* To provide first-line digital support for users, hardware, software and digital learning resources.
* To assist with the smooth running of the Digital Services department and contribute to the delivery of services to internal and external customers.
* To provide a first-line support service to enhance teaching, learning and business throughout the College, enabling everyone to maximise their potential.

**KEY RESPONSIBILITIES AND ACCOUNTABILITIES:**

* To deliver both frontline services to customers and administrative duties within the Digital Services department.
* To maintain appropriate and accurate manual and electronic records to ensure that the evidence requirements of funding bodies are met.
* To assist the Digital Learning Leader in the delivery of both frontline services to customers and administrative duties within the Digital Services department.
* To monitor and produce reports on the digital service and resources and liaise with relevant personnel to ensure compliance with procedures.
* To liaise with all users and provide advice and guidance in Digital Literacy Skills where necessary to ensure that College systems are being used to best effect.
* To provide support to the Digital Services team, ensuring procedures are adhered to and deadlines met, undertaking routine communications, digital administration and other duties ensuring efficient and effective support to the College.

**GENERIC COLLEGE ACCOUNTABILITIES**

* To operate within the college’s safeguarding children and vulnerable adult’s policy to promote and safeguard the welfare of college’s learners who are under the age of 18, and of vulnerable adults to meet the college’s moral and legal responsibilities.
* To work as a member of the team, both within the section and as part of the service as a whole, to promote a team culture and environment and contribute towards the team development and assist others as necessary during periods of peak demand.
* To contribute to the quality system of the section to ensure the delivery of a high-quality service.
* To participate in the college’s performance management scheme, in order to ensure personal development needs are identified to allow maximisation of a high level of performance.
* To operate and monitor college Health and Safety Policy, in order to ensure a safe and healthy learning and working environment.
* To proactively create, communicate, implement and support the college’s Sustainability Development Strategy to ensure college targets are achieved.
* To operate and support college’s Equal Opportunities Policy, in order to ensure adherence throughout the college.
* To contribute to the smooth running of the college by undertaking other administrative duties as required to support the management of the college.
* To participate in the promotional and marketing activities of the college and ensure a professional and favourable image is portrayed at all times to enhance the college’s reputation and assist in ensuring its future success.

Note: This Job Description is an outline of the Principal Accountabilities for the post but is not part of the Contract of Employment.

**HOW TO APPLY**

For full information about this role or to apply visit [www.lcwc.ac.uk/job](http://www.lcwc.ac.uk/job)

**Person Specification –** IT 1st Line Support Engineer

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|  | **Essential** | **Desirable** | **Assessment Method** |
| Qualifications |  |  |  |
| Computer Literate at intermediate level.  | **✓**  |  | AF / CERT  |
| 5 GCSEs or equivalent.  | **✓**  |  | AF / CERT |
| Level 3 Qualification.  |  | **✓**  | AF / CERT |
| Recent ICT Qualification. |  | **✓**  | AF / CERT |
| Experience |  |  |  |
| Good Customer Service Skills- Experience in customer service.  | **✓**  |  | AF / IV / AT |
| Recent Relevant Experience.  | **✓**  |  | AF / IV / AT |
| Able to complete standard documentation accurately and maintain simple records.  | **✓**  |  | AF / IV / AT |
| Experience of working in an education setting.  |  | **✓**  | AF / IV / AT |
| Teamwork & Personal Credibility |  |  |  |
| Work collaboratively and for the good of all  | **✓**  |   | AF / AT / IV  |
| Welcome suggestions for improving standards and offer suggest improvements  | **✓**  |   | AF / AT / IV  |
| Act as a team player  | **✓**  |   | AF / AT / IV  |
| Accept responsibility for personal activities within agreed parameters   | **✓**  |   | AF / AT / IV  |
| Display a high standard of personal integrity   | **✓**  |   | AF / AT / IV  |
| Demonstrate a good understanding of and positive commitment to organisational objectives  |  **✓**  |   | AF / AT / IV  |
| Communication |  |  |  |
| Strong interpersonal and communication skills with the ability to present analysis in an understandable and concise manner   | **✓**  |   | AT/ IV  |
| Analytical & Decision Making Skills |  |  |  |
| Uses logic, analysis, experience and models to solve problems  | **✓**  |   |  AT / IV  |
| Organised and attentive to detail  | **✓**  |   | AT / IV  |
| Examines options to find solutions or seeks suggestions that are effective in addressing the problem in hand  | **✓**  |   | AT / IV  |
| Internal Customer Orientation |  |  |  |
| Demonstrates meeting expectations of internal customers, including students  | **✓**  |   | AT / IV  |
| Develops relationships with internal customers and gains their respect  | **✓**  |   | IV  |
| Treats internal customers fairly and in a non-discriminatory manner  | **✓**  |   | IV  |
| Personal Effectiveness & Initiative Taking |  |  |  |
| Demonstrates ability to work under pressure, prioritise and commit to strict deadlines whilst maintaining the quality of output  | **✓**  |   | AT / IV  |
| Ability to prioritise own work, multi-task and shift priorities  | **✓**  |   | AT / IV  |
| Proactive in taking action to achieve goals  | **✓**  |   | AT / IV  |

***\*Assessment method:***

AF = Assessed via application form

IV = Assessed via interview

AT = Assessed via test/work-related task

Cert = Certificate checked at interview