

As one of the leading colleges in the UK, with significant strengths in health and social care, engineering, creative industries, construction, catering and digital, Northampton College is an inspiring place to work.

Our students come from all walks of life and so do we. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our organisation stronger. Why not join our dedicated team as a **ICT Support Analyst?**

Job Title	ICT Support Analyst
Ref No.	ME2425069
Department	ICT Services
Reporting to	ICT Services Manager
Location	Northampton, Booth Lane Campus
Salary	In the range of £25,798 - £28,513 per annum Starting salaries will normally be aligned with the first point in the grade for the role. Only in exceptional circumstances, as determined by the College, will appointment to a higher point be considered. If you have any queries regarding the College's policy on this, please contact the recruitment team prior to submitting your application.
Hours	37 hours per week, 52 Weeks per year
Contract Type	Permanent

We are committed to the safeguarding and welfare of all our students, we follow safer recruitment statutory guidance (Keeping Children Safe in Education).

If you are successful, you will be required to complete thorough pre-employment checks, including an enhanced DBS check and satisfactory references. All applicants must have the right to work in the UK at the time of application, as the College does not hold a sponsorship license.

REWARDS AND BENEFITS

As well as a great salary and friendly team you will also receive:

- ▶ 35 days pro rata annual leave, comprising 24 personal days, pro rata (1 September – 31 August), including 8 bank holidays and 3 closure days. The College reserves the right to designate up to 3 closure days per holiday year
- ▶ Discounts through membership of the NUS and Blue Light Card - ranging from Amazon Prime to eating out, fashion, beauty, entertainment and more.
- ▶ Eligible to join the Local Government Pension Scheme (a defined benefit scheme including an employer contribution rate of 25.40%)
- ▶ Access to continued professional development
- ▶ Free parking and access to electric vehicle charging
- ▶ Multi gym and sports hall
- ▶ Confidential Employee Assistance Programme, offering a confidential phone line, a website and a downloadable app
- ▶ Access to the College's Wellbeing Hub
- ▶ Enhanced family friendly policies
- ▶ Generous sick pay and compassionate leave scheme
- ▶ Discounted hairdressing and beauty therapy treatments in our training salons (The Salon NC).



Job Description

Role Purpose

To provide Information Communication Technology (ICT) support to staff and students at all three campuses as required. To assist with maintenance and troubleshooting of Information Communication and Technology (ICT) systems and with the installation and maintenance of Audio-Visual (AV) equipment.

Main Duties and Responsibilities

1. To assist in the rudimentary installation, configuration and maintenance of desktop/laptops and Apple Mac computers; Audio-Visual (AV) equipment; software and technologies.
2. To assist with helpdesk duties, including problem recording and resolution, password resetting, and user account management; monitoring the progression of faults with other Information Communication and Technology (ICT) Support Analysts when required.
3. To liaise with other Information Communication and Technology (ICT) Services staff for server installation; maintenance; repair, and backup, ensuring security and system policies are adhered to.
4. To provide basic technical assistance to students and staff, diagnosing and repairing computer hardware and software issues, providing regular communication updates to staff and students and escalating more complex technical issues to higher grade analysts.
5. To collaborate with suppliers' technical support teams for fault diagnosis.
6. To monitor College's software licensing compliance, sending new software requests to higher grade analysts for further checks.
7. To log and chase warranty repairs with suppliers.
8. To undertake quality control initiatives for improved support and service.
9. To assist with stock control procedures and maintain an asset register.
10. To provide technical training and guidance for staff, including updating documentation and help guides.
11. To repair the hardware of desktops/laptops and other portable equipment.
12. To carry out examination invigilation duties as required.

Person Specification

	Essential	Desirable
Education	<ul style="list-style-type: none"> English and maths GCSE grade C/4 or above/willingness to obtain, or equivalent skill level Level 2 Information Technology (IT) qualification, or equivalent skill level 	
Knowledge	<ul style="list-style-type: none"> Working knowledge of Microsoft Office and other Microsoft applications Knowledge of Windows 10/11 Understanding of, and commitment to, the principles of equity, inclusion and belonging Understanding of the principles of safeguarding young people and vulnerable adults in an educational setting Understanding of the principles of data protection 	<ul style="list-style-type: none"> Knowledge of Audio-Visual (AV) equipment Basic knowledge of Apple Macs Knowledge of laptop and mobile device repair Knowledge of cloud technologies
Skills	<ul style="list-style-type: none"> Portable Computer (PC) Hardware technical skills Ability to effectively communicate in writing, verbally, and through active listening with a diverse group of colleagues, students and stakeholders Ability to use a range of Information Technology (IT)/Information Communication Technology (ICT) systems, including Microsoft Word, Excel, and Outlook Ability to manage and prioritise multiple tasks through to completion within prescribed deadlines High levels of attention to detail and accuracy Ability to provide a responsive and professional level of customer service at all times 	
Experience	<ul style="list-style-type: none"> Experience of working in a Personal Computer (PC) Support environment 	<ul style="list-style-type: none"> Experience of physical repair of Information Technology (IT) equipment
Attributes	<ul style="list-style-type: none"> Strong work ethic: exhibits dedication and diligence in carrying out responsibilities with a commitment to excellence Collegiate: works well within a team environment, cultivating a collaborative and cooperative approach Enthusiastic and innovative: displays a positive attitude and creative mindset, contributing fresh ideas and solutions Adaptability and reliability adapts easily to changing situations and is dependable in fulfilling commitments 	

	Essential	Desirable
	<ul style="list-style-type: none"> • Priorities the needs of the team, customer, and the organisation • High degree of integrity and honesty • Empathetic: demonstrates thoughtfulness towards others • Resilience: able to recover from setbacks quickly • Self-motivated: demonstrates initiative, positivity, and a proactive approach • Positive role model for students 	

GENERAL

You will be required to undertake such other duties appropriate to the grade and nature of the work as may reasonably be required of you. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Your duties will be set out in this job description but please note that the College reserves the right to update your job description from time to time to reflect changes in, or to, your job.

Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description. You will be consulted about any proposed changes via either collective or individual consultation.

You will be required to have a flexible approach to work, working outside your normal working pattern when reasonably required to do so, including, for example to support College open events. You will have the ability to travel effectively, for example to other College campuses.

You will be required to ensure all safeguarding and student welfare duties and responsibilities are fully met and that you adhere to the relevant College policies and procedures.

You will be required to participate in the College's Employee Performance and Development process and to undertake any professional development activity/training required.

You will be required to fulfil your health and safety responsibilities for your own health and wellbeing and that of others within the College.

