



1st line Support Technician

JOB DESCRIPTION

JOB ELEMENT	DETAIL
Job Title:	1 st Line Support Technician
Reporting to:	Technical Report : IT Officer, Thomas Zavros Managerial Report : Head of IT, UK , Vaso Arvaniti
Working with:	All staff and students within the OIC Community
Start Date:	September 2023
Department/Location:	Oxford International College You will move between the three teaching sites, all are in the Central Oxford area.
Nature and Scope of the role:	<ul style="list-style-type: none">- To provide support to the OIC IT Officer and to work as part of the UK IT team.- To provide IT support the wider OIC Community including staff and student.
Main Purposes:	<ul style="list-style-type: none">- To provide hands on direct support of college IT systems to the college staff and student end users.- To work to objectives and timescales set by the IT Officer and the Head of IT, UK- To work to professional levels of good practice in line with college policies and procedures and in accordance with legal requirements.- To gain a good understanding of the IT systems at the college, specifically the database systems such as REACH and iSAMS.

	<ul style="list-style-type: none"> - To work with teachers in order to set-up and test presentation facilities in classrooms, halls and meeting rooms where requested. - To help identify any IT needs and proactively recommend solutions. - To keep accurate records and an up-to-date asset register. - To promote the guiding principles of the college - integrity, positivity, respect, compassion and service. <p>This role will involve interaction with teaching, business and student IT users - therefore it is important that the post holder has excellent interpersonal skills.</p>
<p>Child Protection, Discipline, Health & Safety</p>	<ul style="list-style-type: none"> • To promote and safeguard the welfare of children and young persons for whom you are responsible and with whom you come into contact. • To maintain good order and discipline among the students and safeguard their health and safety both when they are on college premises and when they are engaged in authorised college trips or activities. • To liaise with the designated Child Protection Manager (Mrs Kim Terrar) if a concern arises. • To understand and uphold the Government’s statutory guidelines of ‘Keeping Children Safe in Education’ in accordance with the college’s policies and procedures.
<p>Critical Success Factors</p>	<p>The successful candidate will:</p> <ul style="list-style-type: none"> • have excellent interpersonal skills. • come from an IT background with experience of providing IT support. • have the experience and confidence to work with end users at all skill levels. • have a good level of end use IT experience. • have an excellent level of experience with Microsoft 365 Administration • be thorough and meticulous with a keen eye for detail. • have excellent communication skills at all levels. • be responsive in a timely manner to email communication. • be able to create a welcoming and friendly environment whilst at the same time working efficiently. • be someone with strong a sense of humour, flexibility, patience and creativity.
<p>Guiding Principles</p>	<p>Members of staff uphold and contribute to the College’s guiding principle and ethos:</p> <ul style="list-style-type: none"> • Our actions and words reflect integrity, positivity, respect & compassion, and a strong sense of service to others. • We will support our students’ individual educational needs and goals, securing the best opportunities and outcomes.

	<ul style="list-style-type: none"> The College will be an inspiring place to be, with motivated staff, stimulating and relevant courses, and excellent facilities.
Holiday	28 days per annum + public holidays
Hours of work	To be determined but the suggested hours are 08:30 – 17.00 (with half hour for lunch).
Applications	To apply, please complete an application form and return it to recruitment@oxcoll.com together with a copy of your CV and a covering letter explaining a little about you and why you feel the role is right for you.
Salary & Benefits	<p>College Pension</p> <p>28 Days Holiday + Public Holidays</p> <p>Cycle to work scheme.</p> <p>Staff free meals</p>
<p><i>The College is committed to equality and diversity and to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment.</i></p> <p><i>Applicants for any of the positions available at the College must be willing to undergo a number of safeguarding checks including an enhanced Disclosure and Barring Service check, reference checks with previous employers and, where applicable, a Barred List, Prohibition, overseas and EEA checks.</i></p>	