



Job Description

Designation **Information Technology Technician**

Department: **IT**

Background.

Humberside Engineering Training Association has been providing a service to the engineering and process industries since 1967, predominantly to companies located around the Humber Bank. HETA have three sites; Hull, Stallingborough and Scunthorpe.

With turnover around £5m per year, the company is expanding the portfolio of courses that we offer to individuals and employers across the region.

HETA must deliver the best apprentice and adult training programmes-this is our core ethos. In order to achieve the best service to our learners and employers, we rely heavily on consistently high quality delivery. This post is focused on ensuring HETA are able to deliver the best learning experience for all of our learners across Humberside.

Why Work for HETA

Our people are the business and we need to expand and develop our 'talent pool' in order to achieve our ambitions. HETA has a strong track record in developing people and providing a working environment that allows our staff to make a contribution and to be recognised and rewarded.

JOB PURPOSE

To ensure the smooth running of the IT infrastructure throughout HETA enabling staff and apprentices to operate at optimum efficiency

MAIN TASKS

- To coordinate between the company and external vendors and contractors regarding IT related infrastructure and development.
- To support day to day operations of the in-house IT department with a key focus on developing existing systems to streamline business requirements and improve efficiencies.

JOB ACTIVITIES

This job will include but not be limited to:

1. Ensure the smooth running of the IT infrastructure.
2. Assist in supporting the existing network infrastructure including routing, switching and firewall technologies.
3. Assist and support virtual network infrastructure including virtual servers, virtual computers and virtual backup solution

4. Assist with administrating, monitoring, supporting, securing and patching network vulnerabilities
5. Assist the IT Manager and QACO in developing IT policies and procedures taking into consideration the latest legislations. The monitoring of systems will also be required to ensure compliance
6. Develop in-house software systems and become a central source of knowledge and development of internal systems. This will also include collaboration with the IT Manger to offer suggestions on possible upgrades and changes within the IT infrastructure.
7. Develop in-house hardware infrastructure to increase IT efficiencies and improve teaching and student satisfaction.
8. Assist with the installation of new hardware and software and help train employees on its use.
9. Have knowledge of, or be willing to be trained in the most recent software applications and operating systems.
10. Establish and maintain effective working relationships with management, co-workers, learners, companies and the general public. Communicate and liaise verbally and in writing between customer/ suppliers/ visitors/ enquirers and staff, and interpret and respond clearly and effectively to spoken requests over the phone, or in person and to verbal and written instructions.
11. Adhere to stated policies and procedures relating to HETA's Health and Safety and Quality Management that are applicable to the role.
12. Assume responsibility for own annually set Key Performance Indicators (KPI's).
13. Any other duties commensurate with this post that the Chief Executive deems important and suitable for the Company and the post holder after appropriate consultation with the post holder.

Responsible to: **IT Manager**
Responsible for:

Member of:

EMPLOYEE COMMITMENTS

All individuals whether engaged as contract, permanent or temporary are required to:

- Work corporately for the whole Company and to be a positive ambassador for learning and for the Company
- Actively promote, action and work within the policies procedures regulations and codes of conduct of the Company
- Promote and safeguard the welfare of children and young persons and vulnerable adults you are responsible for or come into contact with.
- Orientate their work towards the needs of our students, our customers and other colleagues
- Build a shared vision in the team, enable people to connect their job and the department's work as a whole to the Company mission, and engender passion, pride and ownership amongst teams
- Celebrate successes, does not accept average performance, and actively manage poor performance
- Look for solutions, make decisions, accept responsibility and take ownership for them
- Actively build co-operative working relationships
- Be analytical, creative and innovative – and be prepared to try new things and learn from mistakes
- Demonstrate emotional intelligence (self and others' awareness) and flexibility of style to operate effectively
- Take responsibility for own learning and development
- Act in a cost-conscious way, demonstrating a business and commercially focused mind-set
- Comply with the Data Protection Act and Company procedures with regard to the handling and storage of information

The post holder may be required to undertake any additional reasonable duties in order to progress the needs of the organisation.

PERSON SPECIFICATION

Information Technology Technician

Criteria	Essential or Desirable	Assessment Method			
		A	I	T	R
Education and Qualifications					
• BSc/BA in Computer Science/Computer Engineering or relevant field min classification 2:1	E		✓		
• CompTIA A+, Server + or Network +	D		✓		
• Professional IT Qualifications, Cisco CCNA or Microsoft MCP	D		✓		
Experience					
• Experience with virtualisation technologies and containerisation	D		✓	✓	✓
• Experience in supporting and administering a corporate network	D		✓	✓	✓
• Experience with x86 / x64 technologies running Windows and Windows Server OS's	D		✓	✓	✓
• Experience using and supporting MS Office applications including Office 365	D		✓	✓	✓
• Experience with tablet operating systems including iOS and Android	D		✓	✓	✓
Knowledge					
• Good knowledge of cloud based and virtual technologies	E			✓	
• Good knowledge of LAN/WAN network technologies and TCP/IP protocols	E			✓	
Abilities and Aptitudes					
• Ability to work on own initiative			✓	✓	
• Excellent organisational skills	E			✓	
• Excellent communication skills inc. written, oral, email and telephone	E			✓	
• Meticulous attention to detail and able to maintain confidentiality where	E			✓	
• Able to meet challenging targets and thrive under pressure	E			✓	
• Able to take ownership for problems from assignment to resolution	E			✓	
• Flexible and be able to take both a proactive and responsive approach to change	E			✓	
• Team player	E			✓	
Other					
• Commitment to health & safety and equality of opportunity within a diverse workplace.	E			✓	
• Full driving licence and the ability to move around sites and visit carry out other external commitments.	E			✓	
• Suitable to work with children and/or vulnerable adults	E			✓	
• Ability to work to quality standards.	E			✓	
• Satisfactory enhanced DBS check	E		Pre-employment check		

Assessment Criteria: A = Application, I = Interview, T = Test, R = References

CONDITIONS OF EMPLOYMENT

Designation:	Information & Technology Technician
Salary Band	£18,000 - £22,000
Basic Salary:	Agreed salary plus business travel expenses plus annual bonus as part of the performance related pay (PRP) scheme at 5% of gross salary.
Hours:	38.5 per week Monday to Friday Some evenings and occasional weekend working as required
Leave:	30 days per year plus public holidays
Pension:	Entitled to enter the approved scheme after 3 months
Probation:	6 months
Notice Period:	1 Month
Subject to:	Two references of which one must be the current/last employer Disclosure and Barring check Asylum and Immigration Check
Post Reference:	
Closing date:	
Interview date:	tbc