



MOORLANDS COLLEGE

Job Description

Job title:	Technical Services Technician
Reporting to:	Technical Services Manager
Based:	MCC
Hours:	Varied. One day a week Term time only Opportunity for Project based work during holidays
Purpose:	To provide front line technical and IT support to College staff, and to assist the Technical Services Manager in the maintenance and operation of the College's technical and IT infrastructure.
Key duties will include:	<ul style="list-style-type: none">a) Assist in the day-to-day operation of the College computer networkb) Provide IT support to staff and students as requiredc) Assist in the day to day support of operation of College Phone system and Lecture room AV.d) Assist in the execution of PAT testing and maintenance of electrical equipment, and keep the equipment database currente) Assist in management of sound desk and PA system in main auditorium f) Creating and delivering Technical training materials for staffg) Troubleshoot faults with servers and enterprise level IT equipment to ensure minimum disruption for end usersh) Assist the Technical Services Manager in other tasks as required
Development Opportunities:	Gain experience in supportive workplace: <ul style="list-style-type: none">a) Technical Problem solvingb) Communication with end users and other team membersc) AV technology set upd) Database management

e) Network Infrastructure

Working closely with technical mentor, providing support for work place learning and College work.

Minimum Requirements:

Good understanding of IT systems especially MacOS

Confidence and patience to communicate with end users

Ability to stay calm under pressure, especially when end users are feeling frustrated.

Problem solving skills: experience of previous technical trouble shooting activities at home / work.

Car ownership or access to transport to Sopley Campus (public transport v limited)

Desireable: HTML language

While there is no requirement to have a Christian faith to carry out this role, candidates should understand this role is in a Christian Theology College, and must be comfortable working with others who do have a Christian faith.

March 2023