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| |  | | --- | |  | | **IT Support Technician**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/>  H:\Directorate Services Team\Recruitment (Annalie Burns' Team)\Recruitment\OTHER\Diversity and Inclusion\DISABILITY CONFIDENT\employer_small.png |   green band epsStockport Council  **Job Description** | |
| Post Title: IT Support Technician  **Service Area:** Traded Services – IT  **Directorate:** Corporate and Support Services (CSS)  **Team:** IT School Support | Salary Grade: Scale 4 £19,554 to £21,166  (Pro rata if Term Time only) |
| **Post Reports to:** CSS Senior Officer  **Post Responsible for:** N/A | |
| **Main Purpose of the Job:**   * To support the delivery of IT services offered to schools and Council departments. | |
| **Summary of responsibilities and key areas:**   * Provide first/second line technical expertise and advice on a range of IT software, hardware and Business Systems used throughout the Council and Schools * Support specialist curriculum and administration software, hardware and network functions for Schools and education establishments * Installation and configuration of a range of IT software, hardware and Business Systems. * Promote and document procedures in order to assist with the resolution of faults. * Provide basic “hands on” training to the section’s customers with regard IT software, hardware and business systems. * Installation of equipment and cabling infrastructure within schools and Council premises. | |
| **Job activities:**   * Regular school IT support visits. * Software and hardware fault diagnosis and rectification. * Remote IT support. * Network administration. * Gsuite admin support/Google Classroom * Working on your own intiative. * Liaising with all levels of staff within the Council and school. * Fibre/copper cable installation. * AV Installation projects. * Working on a range of MS operating systems and applications. | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Some previous experience of PC Network support | Essential |
| Experience of RM Community Connect CC4 | Desirable |
| Experience of hardware fault finding | Desirable |
| Experience of cabling installation work. | Desirable |
| A good working knowledge of a range of MS operating systems and applications | Essential |
| Self-motivated with the ability to work effectively, both independently and as a member of a small team | Essential |
| Ability to communicate clearly with all levels of customer. | Essential |
| Ability to prioritise workload. | Essential |
| Ability to work from and interpret software documentation. | Essential |
| Ability to work at height on a ladder or mini scaffold | Desirable |
| Good general education with an ICT background. | Essential |
| Appropriate in-service hardware/software training. | Desirable |
| Microsoft Certification | Desirable |
| Being Customer Focused | Essential |
| Working Safely | Essential |
| Full driving licence and own transport required. | Essential |
| The ability to converse at ease with service users/customers and provide advice in accurate spoken English. | Essential |