

IT Support Technician

Part Time, 2.5 days (19 hours)

Salary FTE: £16,289 – £17,898

Closing Date: Friday 25th May 2018

Start Date: Friday 1st June 2018 (flexible)

Nexus ICA has purposed to be at the forefront of incorporating digital technology into the delivery of course material for five years. In 2013 we launched our 1:1 Student iPad Programme and haven't looked back since. At the same time, we initiated a school-wide commitment to making sure that collaboration in every area was portable, possible and usable by staff and students alike.

We are now looking for a creative and enthusiastic person to join our team who enjoys systems and problem solving but also loves the creative educational atmosphere of Nexus ICA. You will need to be able to work with both Apple and Microsoft products and systems, be a patient advisor to staff and students, troubleshoot, suggest innovative ways forwards and be the point person for connecting with our providers. You also don't mind the routine work such as maintaining our servers, making sure the firewalls are doing their job and looking at backup solutions. You will work inside the Operations Team, but also develop a good working relationship with our Director of Education and Head of Technical Services. You will be someone who can offer solutions not just problems, who can be creative within a budget and who will bring our digital collaboration and usage to the next level. In delivering training to staff and students, the main thing that will come over is your enthusiasm for connectivity and what IT can bring to a community like ours. You will enjoy working with others who are already 'tech-savvy' and sharing ideas and good practice, and also enjoy helping those who are not.

Nexus exists within a Christian faith-based context, so you will either be part of the Christian faith or be sympathetic towards it, understanding that the values of our faith inform and give reason to our life and work here.

You will ideally have a proven track record of fault diagnosis and resolution of problems relating to:

- Windows OS 7/8/10
- Windows Server 2008/2012/2016
- Apple technology (iOS / iPad/ MacBook / iMac / Mac Server / Apple TV)
- Hardware (laptop screens, keyboards, RAM, HDD, PSU)
- Software (MS Office 2010/2013 /2016)
- Networking (LAN - Switches - Wireless - TCP/IP - Proxies)
- Backup solutions
- Internet / Firewall / Web filtering

- Shared printing systems

You will also be required to

- Manage and help develop the continued roll out of Office365 and SharePoint
- Facilitate teaching staff – working with Director of Education and other staff to provide support using IT systems for learning.
- Provide an asset management system including the management of software.
- Maintain and develop a database.
- Assist the Head of Technical Services with AV equipment

The Employer

Nexus ICA is a faith-based educational institution based in Coventry delivering a higher education course in Popular Music and Worship. With a vision to be Europe's leading Christian institute for vocational arts education, you will be joining the organization at a time of expansion and development in the Higher Education sector.

The staff are dynamic, energetic, caring and devoted to providing our students with the best environment possible for learning in all areas of life. All staff are involved in a wide range of activities that are deliberately created to enhance the learning experience. We are future-facing, focused and committed to developing an educational platform that pushes the boundaries of expectation in the Higher Education sphere. Our mission and values statements (available on our website) permeate every area of life at Nexus, and are fully upheld and demonstrated by each staff member.

You will be specifically working with colleagues who together are responsible for delivering a smooth and efficient operational service to all areas of Nexus ICA; however, your work will not be limited to IT Support. In particular, you will be expected to give energy and ideas to extra-curricular activities which are an essential part of delivery and help to produce a growth mindset among staff and students alike.

Essential Skills and Characteristics

Effective Communication and Team Development

To work as part of a team, and in particular with the Head of Technical Services and the Director of Education and provide relevant and helpful suggestions and support.

To demonstrate use of excellent communication skills; being the first point of contact for queries and training for IT services.

To understand how to train and support staff and students who are not competent in the area of IT.

Commitment to Excellence

To seek ways of improving practice by reflecting on methods of working and by obtaining and analysing line manager's observation and student feedback.

To commit to engaging with further training as appropriate to your role.

To demonstrate good patterns or work.

Effective Decision Making

To be confident with making considered but timely decisions and recommendations for equipment, budget and systems.

To make collaborative decisions with the Operations team when necessary.

Planning, Time Management and Organisation

To be able to manage the fluctuating demands of seasonal work, managing time and tasks well.

Possess strong organisational and planning skills which enable you to look ahead and ensure all deadlines are met.

To be flexible and proactive in supporting staff and students.

To ensure personal standards of punctuality and reliability.

Pastoral Care and Student Wellbeing

To deal with sensitive issues concerning students and provide support within the designated structure of pastoral care at Nexus ICA.

To have a working knowledge of the support that is available to students and direct where appropriate.

Teaching and Learning

Commitment to Nexus ICA's holistic approach to learning

To make a significant contribution to extra-curricular activities that form a part of the student experience.

Knowledge and Experience

Qualifications

Formal qualifications are not required although evidence of qualifications or experience in any of the following areas would be beneficial:

- computer networking and hardware
- computer software development
- information technology
- internet engineering

Experience

- Relevant previous experience of working in a similar role (not required)

- Relevant previous experience with systems and platforms as described in a variety of contexts

Skills/Attributes

- Positive 'can do' attitude
- Competent understanding of a variety of platforms and systems or ability to learn quickly
- An ability work as part of a team

General duties

- To undertake any other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you.
- To take responsibility for upholding and complying with Nexus ICA's Mission and Values statements and for behaving in ways that are consistent with fair and equal treatment for all.
- To comply with all Health and Safety policies.