

ICT Service Desk Technician

School:	Leicester College	Posted:	11th July 2019
Location:	Leicester, Leicestershire	Expires:	26th July 2019 12:00 AM
Contract Term:	Permanent	Start Date:	As soon as possible
Salary:	£22,016 - £23,800 per annum	Job ID:	1059400
Hours:	Full Time	Job Reference:	1003



ICT Service Desk Technician. Full Time. Permanent.

This is an opportunity for a highly motivated, customer focussed Service Desk Technician to join our Service Desk Support Team. The team provides support for IT systems and telecoms services throughout the College and provides an extensive range of ICT facilities working within the ITIL framework for its diverse user community of College staff and students.

You will hold a minimum Level 4 qualification in Computer Science or related subject and have relevant experience in a Service Desk support role along with a Level 2 minimum in maths and English (GCSE Grade C or above, GCSE Grade 4 or above, or equivalent). You will also need to demonstrate proven technical support knowledge and experience, preferably within an educational setting.

You will also have an analytical approach to problem solving, excellent customer service and communication skills with the ability to work independently and as part of a diverse technical team across different sites.

You will have a good understanding of Windows and Mac Operating Systems, be able to set up Audio Visual equipment and undertake maintenance on interactive technology.

Experience of the following is also desirable: Office 365 administration, SharePoint 2013, Systems Centre Service Manager and Microsoft Office 2013/16.

Closing date: 25 July 2019

Interviews: To be confirmed

We are one of the largest Further Education Colleges in the UK with more than 20,000 students studying with us on a wide range of courses. Our mission is to equip people with the skills they need to be successful in education, in work and business and in their personal lives.

Leicester College is proud of its diverse workforce and welcomes applications from the whole community.

If you decide to apply for this post, keep a copy of these details, as they will no longer appear on this web site once the post is closed.

Please note all vacancies close at midnight on the closing date specified.

We aim to complete shortlisting for this role within 5 days after the closing date. You will be contacted via the email address you provide on your application form as to the outcome of your application. Please remember to check your spam email box if you haven't heard from us.

Please ensure you complete in full all sections of the application form as we do not accept CVs or other forms of supplementary information.

Data Protection

Leicester College take the security of your data seriously and have internal policies and controls in place to ensure that your data is protected.

By entering your details you are allowing us to access and use the information you provide for recruitment purposes. We will not share your information with any third parties outside of our agreements.

Your data will be saved periodically before you reach the end of the application form. This is to help you if you want to complete the form over a number of visits and to limit data loss as a result of a technical issue such as an accidental browser closure or a loss of internet connection.

We will store your details for a period of 12 months, initially for use in the recruitment process and thereafter in an anonymised format to allow us to complete recruitment statistics. Your personal details will be deleted automatically once the data retention limit is reached.

For more information on how we use your information see our privacy statement.

Should you wish to remove your details prior to automatic deletion or for any other queries about your information is handled, please contact us.

Safeguarding Statement:

The College is committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff to share this commitment. All positions are subject to an enhanced DBS disclosure that is considered satisfactory by the College. If you are appointed you must reimburse the College of the cost of a Disclosure and Barring Service check (previously Criminal Records Bureau). The cost will automatically be deducted from your first salary payment. You are also required to subscribe to and pay for the on line DBS Update Service.