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|  | Role Profile |
| Job Title | IT 1.5 Line Technician |

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| Salary range | Point 35 plus annual on call allowance (£1,700 per annum) |
| Contract | Permanent, 52 weeks |
| Main location | Portland College |
| Hours and basis | 37.5 hours Mon-Fri plus on call |
| Reports to | IT Manager |
| Date of issue | June 2025 |

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| Why Portland College needs this role |
| Key to Portland College's business is its ICT department and its offerings. ICT in Portland is important in both the running of the organisation, as well as the services available to its learners, citizens and staff. The College requires a 1 st and entry level 2 nd line ICT technician to offer desktop and end user support, and link into the learning and Assistive and Communicative Technology teams as needed. The technician will also assist in server and network support |
| What you will be doing |
| <p>Key responsibilities:</p> <ul style="list-style-type: none"> • Support the IT Manager to key projects across the Portland estate and contribute towards achieving the Portland 5-year plan. • Working with the team to ensure the availability of all systems, including domain services, file services, remote access and other security systems. • Maintenance of the ICT Network infrastructure to enable 24/7 availability. • Ensure GDPR compliancy in ICT systems in accordance with external regulations and internal policy and procedures. • Support users with all 1st line requests raised on the helpdesk and identify and provide resolutions • Provide desktop, mobile, laptop and any other device support for learners, citizens and staff. • Check email and internet filtering on an hourly basis and respond in line with internal policy and procedures. • Accountability for the day to day printer availability at site. • Maintain and use monitoring systems, including hostmon and other SNMP systems to ensure security is maintained and continued availability of all services • Administration of Office 365 across the Portland estate including updates and development • Operate within and maintain our Cyber Essentials and Information Security standards • Represent ICT at internal meetings such as Portland Voice and student councils |
| Key results we want to see from this role (Direction and Pressure of Work) |

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|  | <h2 style="text-align: center;">Role Profile</h2> |
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| <ul style="list-style-type: none"> • Ensure the provision of robust, reliable and up to date ICT services across the Portland estate • Deliver consistent strong customer focused ICT support • ICT aligned to college 5 year plan |
| Dimensions of the role (Managerial & supervisory and accountability) |
| <ul style="list-style-type: none"> • Part of ICT team of circa 4 colleagues with no direct line management or budget management responsibility • Part of a 24/7/365 on-call rota for critical issues (1 in 3 weeks) |
| Key work relationships |
| <ul style="list-style-type: none"> • Working independently and also with other team members under the guidance of the ICT Manager • Strong relationships with user base across campus • Develop and maintain relationships with other colleges and organisations to aid links across sector |
| Working Environment and working patterns |
| <ul style="list-style-type: none"> • Based at the site Mansfield site. Hours agreed between 08:00 and 16:00, Monday to Friday to provide cover across core operating hours. • Rota on-call provision during non-core office hours • Predominantly located at Portland campus, but must work flexibly across estate portfolio to support Portland remote sites as required |
| Other information |
| <p>Portland College is committed to safeguarding and promoting the welfare of its learners, customers, volunteers and staff. We expect all our staff to be aware of their responsibilities to protect learners, citizens, customers, volunteers and staff from abuse or harm, to promote British Values and to prevent the radicalisation of learners, citizens, customers, volunteers and staff.</p> <p>Successful applicants will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check, provide proof of their right to work in the UK and comply with health screening to assess their mental and physical fitness to carry out their duties.</p> <p>The post holder is expected to undertake such other duties as the management may from time to time reasonably require. The above role profile is not all encompassing and is subject to regular review.</p> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div data-bbox="193 1845 560 1912"> <hr style="width: 200px;"/> <p>Signature of post holder</p> </div> <div data-bbox="783 1845 1270 1912"> <hr style="width: 200px;"/> <p>Date</p> </div> </div> <p>I have read and accept the duties and responsibilities outlined in this role profile.</p> |