

JOB DESCRIPTION

Job Title:	IT Support Officer
Location:	Cliff College, Calver, Hope Valley, Derbyshire S32 3XG
Responsible to:	Learning Innovation Manager
Internal relationships:	Learning Innovation team, Digital Evangelist
Purpose and Objectives:	To provide IT support across the College and at a range of conferences, events and activities.

Vision 21

Vision	Cliff College: A Global Centre for Evangelism and Missiology
Aim	To be a Methodist evangelical learning community, rooted in God's Word and Spirit for the purpose of equipping God's people for practical ministry and cutting-edge missional engagement.
Objectives	<p>To enable an encounter of God in an array of places, contexts and environments, offering the whole Cliff community the opportunity to grow and develop as disciples.</p> <p>To equip individuals, as disciples, through a wide range of formal and informal, validated and non-validated, on-site, online and hybrid learning opportunities.</p> <p>To engage individuals and groups through a variety of evangelistic and missional opportunities at Cliff, throughout the UK and across the globe.</p>

Main Responsibilities

1. Hardware and software
 - a) To maintain and support the College's operating systems and applications
 - b) To troubleshoot system and network problems, diagnosing and solving hardware/software faults
 - c) To oversee the WiFi and internet arrangements across the College
 - d) To liaise and work in collaboration with the College's external IT provider
 - e) To support the roll out of new software and applications
 - f) To maintain the security of the College's IT assets and the safety, confidentiality and integrity of data held within the College's computer systems
2. Staff/Student support
 - a) To provide IT support for staff and students, in collaboration with the College's IT partner
 - b) To escalate support requests to third party partners if issues are unable to be resolved internally
 - c) To set up, support and manage user accounts and profiles using the appropriate software
 - d) To provide induction for new staff in terms of the use of the hardware and software provided
3. Innovation
 - a) To support the development and implementation of technologies that support learning
 - b) To test and evaluate new technology
4. Festival, conferences and events
 - a) To play an active role in the delivery of the Cliff Festival and other conferences and events
 - b) To provide support to Cliff Festival and other conferences and events
5. To complete any other reasonable duties, as required by your line manager

PERSON SPECIFICATION

Attributes	Essential	Desirable	Method of Assessment
Education and Training	A first degree in a relevant IT field or proven equivalent experience	CompTIA or Microsoft IT qualifications	A, Q, I
	Evidence of ongoing professional development		A, Q, I
Proven Ability	Experience of working in an IT helpdesk/ support capacity	Experience of working with collaborative tools like Microsoft SharePoint	A, I
	Strong understanding of Microsoft systems including Windows 10 and Office 365	Experience of working with Apple Mac	A, I
	Strong understanding of IT hardware support, specifically for office use	Experience of working with visualized/remote desktop platforms	A, I
	Understanding of networking, VLANs, Windows based servers and associated technologies	Experience of Learning Management Platforms such as Moodle or Open EdX	A, I
	Knowledge of associated technologies including SRMs, database systems and cloud based systems	Experience of IP based phone systems, unified communications and mobile phone management	A, I
	High standard of general IT/office systems skills and knowledge of Microsoft Office applications		A, I
	Evidence of managing own workload, effectively prioritizing tasks and meeting deadlines		A, I
	High standard of general IT/office systems skills and knowledge of Microsoft Office applications		A, I
Special Knowledge and Skills	Good planning and organisational skills		A,E
	Good communication and interpersonal skills, both verbal and in writing, and to work as an effective member of a team		A, I
	Ability to maintain confidentiality and discretion		A, I

Attributes	Essential	Desirable	Method of Assessment
Special Qualities or Aptitudes	Fully in sympathy with and supportive of the ethos and charisms of Cliff College and wider Methodist Church	Member of a church or Christian community	A, I
	Willing to play an active role in the life of the Cliff Community		A, I
	Proven awareness of, and sensitivity to, issues of equality, diversity and inclusion and a commitment to the unique value of the individual in all aspects of the Church's life		A, I
Other Requirements	A willingness to work irregular hours including evenings and weekends		A, I

Evidence: A - Application Form; I - Interview; E - Exercise; Q - proof of qualification

TERMS AND CONDITIONS

Terms of appointment	Permanent
Hours of Work:	Annualised hours of 1,820 (equivalent to 35 hours/week)
Remuneration:	OP3: £21,000-£22,000
Health and Safety	The post holder will be subject to Cliff College's Health and Safety policy
Equal Opportunities	The post holder will be subject to Cliff College's Equal, Diversity & Inclusion policy
Physical Conditions	Open plan office accommodation at Cliff College
Disclosure:	Due to the nature of this post, appointment will be subject to a satisfactory disclosure from the Disclosure & Barring Service (DBS)
Work Permit:	Appointment will be subject to documentary evidence of the right to live and work in the UK
Holiday Entitlement:	Your holiday entitlement is dependent on your years of service: Years 1-4: 25 days annual leave + 8 bank holidays = 33 days; Years 5-9: 28 days annual leave + 8 bank holidays = 36 days; Year 10 onwards: 30 days annual leave + 8 bank holidays = 38 days. All Cliff College staff are required to work the second May bank holiday as this is Cliff Festival
Sick Pay:	Entitlement in accordance with Cliff College's terms and conditions of employment
Pension:	There is a defined contribution pension scheme to which eligible lay employees will be auto-enrolled. Employees who do not meet the auto enrolment criteria are eligible to join the Scheme, subject to certain provisions
Probationary Period:	Appointments for lay employees are made subject to the satisfactory completion of a probationary period, normally three months