Job title: **ICT Co-ordinator**
Salary: £28,007 to £32,503 p.a. depending on experience and qualifications
Location: Based in Nottingham

Background

Access Training is a well-established leading training organisation working in and around the East Midlands. We provide a range of employment related training including Full Time Programmes, Apprenticeships, Adult Learning Loans and work experience opportunities for adults and young people from diverse backgrounds, that will enhance individuals' employment potential and qualifications. In our most recent Ofsted inspection we retained our "Good" rating and we are continuously developing and improving our provision.

Main purpose:

- To maintain and develop the organisation's hardware, software, network and other computing equipment.

- To provide a quality ICT support service to both learners and staff.

- To ensure a safe and comfortable working / learning environment for staff and learners by co-ordinating facilities suppliers and operations and take an active role on the Health & Safety Task and Finish Group.

- To challenge all practices and procedures within own role and throughout the organisation, to contribute to and ensure continuous improvement and quality.

Key responsibilities

- To maintain and develop the organisation's website, hardware, software, network, and other computing equipment.

- To help ensure that the reliability and security of the system is maintained at all times.

- To provide personal user support and help desk service to all users, at various levels.

- To maintain the company intranet and update as and when required using SQL, HTML and ASP.

- To monitor the system's performance and undertake maintenance and upgrades that are required.

- To ensure that the IT function is GDPR compliant.

- To maintain, regularly audit and update all IT equipment. This will include licensing, PAT testing, producing inventories of equipment, loans, return of equipment and its usage.

- To liaise with suppliers for the procurement of ICT equipment and software ensuring it is fit for purpose, value for money and within the IT budget.

- To encourage the use of ICT throughout the organisation by promoting uses and benefits.

- To maintain and provide support to staff on telephone systems and mobiles.

- To ensure premises remain in good repair and comply with relevant legislation to provide a comfortable and accessible working environment.

- To ensure the Health and Safety of staff and learners via active membership of the Health and Safety Task and Finish Group.

Other duties

- To contribute to the generation of new opportunities/business in general and to participate in marketing activities for all Access Trainings activities.

- To follow company procedures and policies including equality of opportunity, health and safety and safeguarding.

- To undertake any other duties/projects relevant to the post.

- To comply with Access Training's Equality Opportunity, Health & Safety and Safeguarding policies ensuring that any issues are handled and referred appropriately.

NB. The above job description sets out the main responsibilities for this position but should not be regarded as an exhaustive list of the duties that may be required of the post holder.

Person Specification
ICT Co-ordinator

Applicants must have:

- Recent and relevant experience in a 1st / 2nd / 3rd Line ICT Support role with excellent customer service skills
- Experience of Microsoft Server and Office 365
- Advanced knowledge of Microsoft Operating Systems and common applications (particularly Microsoft Word, Excel, Access, PowerPoint, Publisher and Outlook)
- Active Directory experience
- VMware and HyperV knowledge
- Experience of TCP/IP network troubleshooting
- Experience of anti-virus installation and support, preferably Sophos
- Experience of VPNs, LAN switches and remote access
- Experience of website and intranet development (particularly using HTML, SQL and ASP)
- Experience of using Cloudbased Backup solutions
- GCSE English and Maths grade 4 or above (or equivalent).

The following are desirable:

- Hold a Microsoft certified qualification
- A knowledge / understanding of the GDPR
- Knowledge of using InDesign
- Experience of working in a Further Education establishment

Applicants must have/be:

- Exceptional organisational skills and the ability to work under pressure in a target driven environment. Must be extremely self-motivated and able to take the initiative on a range of tasks.
- Able to communicate effectively with staff, learners and suppliers.
- The ability to build strong working relationships with all departments in the business.
- Able to solve problems. Able to use previous experience and knowledge to good effect to make sound decisions and make well reasoned recommendations around ICT.

Conditions of Service

Post:	**ICT Co-ordinator**
Based in:	Based in Nottingham
Hours:	Full time
Salary:	£28,007 to £32,503 depending on experience and qualifications
Method of payment:	Salaries are paid monthly, generally the 25th of the month, into a Bank or Building Society of your choice.
Annual leave:	For full-time, 26 days per full year, of which management reserve the right to dictate when up to 4 of them will be taken. Part time staff have pro rata entitlement to annual leave and Bank Holidays. Any holidays already planned will be honoured where possible – however, where they exceed entitlement, they will generally need to be taken without pay.
Holiday year:	August to July
Statutory/privilege:	8 days per year for full time (pro rata for part-time)
Probationary period:	Six months
Sickness:	Access Training has a sick pay scheme, following the satisfactory completion of probation.
Travel:	Access Training reimburses Casual Car User Allowance / Essential Car User Allowance and Bicycle User Allowance at the rate set by Access Training.
Health & Wellbeing:	Fully funded Employee Assistant Programme including Cycle to Work Scheme
Disclosure & Barring Service:	Posts in regulated activity with Access Training are subject to checks with the Disclosure & Barring Service and as such, this post will require a check.
Workplace Pension:	Auto-enrolment into the NEST pension scheme after 3 months' service. Contributions are 4.0% employee, 1.0% government and 3.0% employer.
Right to work in the UK:	Documentation required to check eligibility.