

IT Technician

Required



[bigcreative.education](https://www.bigcreative.education)



Welcome to Big Creative Training

Big Creative Training (BCT) is a well-established and expanding creative industry training provider with more than twenty years' experience of delivering positive outcomes for learners. Our mission is to improve the lives of young people through high quality training and creative industry experiences, and we also take pride in ensuring staff are encouraged to flourish and feel excited to be a part of BCT.



As an organisation we provide a supportive, developmental environment with a creative and innovative approach to education. Choosing to work for BCT will enable you to be part of a successful organisation that offer a good work-life balance to all employees, which includes a flexible working approach, a friendly, positive and purposeful working environment, and plenty of opportunities for social interaction between colleagues.

We are an employer which champions equality, diversity, and inclusion. We work with integrity and passion, and are fiercely committed to creating a truly meaningful work environment, where individuals are empowered with the tools, technology, and training to unleash their full potential.

This is an exciting time to join BCT. We are expanding to launch our new world-class Digital Future Campus in September, including industry standard training rooms, equipment, VFX studios, e-sports arena and editing suites.

We have more than 500 young people per year enrolled onto our vocational training programmes including apprenticeships, and learners take qualifications in maths and English if needed. We have great industry links and work with over 100 creative sector employers and SMEs.

BCT also operates **Creative Works** - a creative industry coworking space as part of our group, giving learners and staff access to an exciting community of creative businesses to support learning and progression.

Benefits of working for BCT

- Company pension scheme
- Employee assistance programme including healthcare cashback
- Bike to work scheme
- Supportive, caring and developmental environment
- Excellent career development opportunities and performance recognition
- Staff social events
- Interest free loans for emergencies or professional development
- Cycle to work scheme

[BCT culture video >](#)



“Leaders and staff successfully ignite young people’s enthusiasm for learning.”

Ofsted

What our learners and graduates say...

96% of learners at BCT say their overall experience is good. Here's what they had to say...

"The teachers always find time to help."

"I love the small class sizes, and the fun environment created."

"I get to do something I love with other people who have the same interests as me."



Not only did the college give us the tools and knowledge to succeed, they prepared us for life as creatives of the future.

Georgia



If it wasn't for BCT there's no way I would have become the person I am today. Thanks for helping me find myself!"

Amani

IT Technician Required

We are looking for an outstanding 2nd Line IT Technician to join our team based in Walthamstow. The ideal candidate will have a strong technical background and communication skills. Previous experience in education will be an advantage.

Key tasks

- Resource Management
 - Assist the ICT Manager in computer hardware deployment, network upgrades and configuration
 - Control the loan outs of ICT equipment and maintain an inventory of all on-site ICT equipment
 - Ensure a log of all technical faults is recorded and corrective action taken
 - Set support priorities, balancing response to support requests with the need to follow planned monitoring and maintenance, in the context of staff availability and wider ICT service demands.
 - Support BCE in ordering, stocking, and replenishing ICT consumables.
 - Ensure that legal and contractual obligations relating to ICT resources, software licensing, systems and services are met.
 - Manage and implement the installation of all new computer software as required, enabling the delivery of ICT to all operational areas.
 - Check new computer equipment on arrival and arrange installations and deployments
 - Arrange and oversee ICT hardware repairs, upgrades and rebuilds
- Development and maintenance of technical systems
 - Ensure all BCE ICT systems are fully operational at all times.
 - Assist in managing the network infrastructure to meet the BCE's requirements.
 - Assist in managing active network components including switches and routers; additional servers, keep the network operating system up to date and oversee the maintenance of network workstations.
 - Provide second level support for more complex requests; perform advanced troubleshooting on PCs, peripherals and applications. Advise on compatibility of hardware, applications, and operating systems, according to user requirements.
 - Manage the functioning and deployment of applications.
 - Assist in the design and implementation of BCE's security and back-up systems and plan disaster recovery contingencies to enable an efficient return of service after any unforeseen system outages.
 - Manage Internet access filtering, email filtering and related monitoring systems.
 - To be responsible for maintaining BCE's IT and peripherals inventory.
 - Ensure Set up, maintenance of user network accounts and file permissions are carried out
 - Maintain the network infrastructure (servers, cable and patch panels, hubs, switches, routers, etc)
 - Maintain wireless network and equipment
 - Carry out routine network maintenance tasks
 - Check that the automated network backup is running and restore files where necessary.
 - Implement disk space and printer quota policies
 - Follow detailed instructions to configure network clients, including allocating required software and connecting to the correct server
 - Perform basic diagnostic and recovery routines on network equipment
- Developing the expertise of others in emerging technologies
 - Conduct training on appropriate use of ICT resources; document systems and procedures.
 - Support staff with ICT related problems.
 - Produce and analyse reports on support requests for management purposes; advise the SMT on possible training activities based on support log analysis.
 - To undertake available training opportunities and demonstrate a commitment to continuous development.
 - Hold training sessions for both IT Support staff and end users on BCE technologies based on the requirements of BCE.
 - To undertake such other duties and responsibilities of an equivalent nature, as defined by line management from time-to-time, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.
 - Perform any other task deemed reasonable by Line Manager.

Desired qualities

- Punctuality and reliability
- Organisational Skills
- Patience with end-users
- Ability to work well with others
- Analytical thinking
- Thorough and pays attention to detail
- Verbal and written communication skills

Technical skills – we'd be interested in hearing from applicants with combinations of the following skills:

- Ability to use/solve issues with Windows and Apple operating systems
- Network & wireless systems management
- Computer Hardware repair
- Active directory and user management
- Office 365 and apps
- Adobe Creative Cloud Management
- Google Classroom (or similar)

Salary and days of work

- Fixed term contract 35 hours a week, 5 days a week until 7th July 2023.
- Total of 20 weeks at £105 a day = £10,500 (full time equivalent of £27,300)
- Start Date – A start date of 20th Feb is preferred; however a later start is possible if a notice period needs to be served.

How to apply

You must be eligible to work in the UK and possess a UK work permit if you need one. Please note this job is based in London and cannot be done remotely.

If you wish to apply you must complete the application form found at www.bigcreative.education/bct-staff-application-form by 9am on **20th February 2023**. *We will be reviewing applications as and when they are received and may hold multiple Interview dates.*

BCT is an equal opportunities employer and positively welcomes applications from all sections of the community. We are committed to safeguarding all learners enrolled on our programmes and appointment of successful applicants will be subject to satisfactory references being obtained, and an enhanced disclosure and barring service (DBS) check.

For teaching positions only

We welcome applications from industry professionals who wish enter teaching via the full teaching qualification with support funded by the Taking Teaching Further scheme. This will allow you 6 months of reduced timetable for training and support whilst receiving full pay and cover all qualification costs over the two years of study'.



What our staff say...



I like the progressive nature of the college and how we are always looking to expand and offer a more rounded experience for the learners.

The best part of my role is being able to make a positive difference to the lives of many, supporting our young people in seeing their potential.

There is fantastic communication between members of staff and the management team.

I feel supported and encouraged in my role, inspired to continue working to deliver high quality and engaging material.

The staff get on well with each other and work together positively to benefit the organisation.

Lovely working environment with a supportive team and great students.

What we do, individually, and overall, makes a huge impact on the lives of these young people and empowers them.

I like the collaborative culture and genuine care for staff, with time and energy invested.

BCT is a small organisation with a big heart and a great mission to develop learners from disadvantaged communities.

I am trusted by my manager to use initiative and develop my area as I see fit. I feel trusted and valued in my ideas and opinions.

The environment at BCT is a huge stand out to me. The staff are diverse so it makes me feel very comfortable at work.

The absolutely fantastic team of staff that I work with – we all come from different walks of life yet share the same creative interests and goals in improving learner's experience and their lives in general.

The community feel to our college is second to none.



To find out more about BCT and our approach to education please visit <http://www.bigcreative.education/>

Big Creative Training was rated “good” by Ofsted at our last inspection.

[Read the full report >](#)

Useful links

[BCE careers video >](#)

[International work experience video >](#)

[Digital Future VR tour >](#)

[Games students showreel >](#)

[BCE highlights video >](#)

[Artist development >](#)



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