



ICT Technician – Kickstarter Position

MVP Media is an innovative youth driven social enterprise that works to develop skills and create opportunities for young people in the creative industries.

Our focus is on personal and social development, increased employability and higher education support. We aim to tackle exclusion and help prepare disadvantaged young people for the workplace.

MVP is dedicated to providing creative opportunities for young people from marginalized communities. Therefore, a genuine acceptance and appreciation of people from any background and culture is necessary.

Office Address

500 Larkshall Road, Suite 14
Chingford, E4 9HH

Please refer to our website and social media for further information

<https://www.mvpmedia.co.uk/>

<https://www.facebook.com/MVPWs/>

https://www.instagram.com/_mvpmedia/?hl=en

<https://www.youtube.com/channel/UCMoqa1V5oD-z0OwQg90OGrg>

https://twitter.com/mvpmedia_21?lang=en

Job Purpose

The ICT Technician will be responsible for general maintenance of computer equipment and for the resolution of identified technical problems, providing first line support on ICT issues. The ICT Technician will diagnose breakdowns and faults and, where possible, take corrective, remedial action as necessary, to ensure continued IT service to end-users. The ICT Technician will report to the ICT Manager.

The ICT Technician will be based at the BCT Campus – Uplands House but will also be required to work at various different locations depending on the job at hand.



Hours will be between Monday to Friday 9:00 – 17:00 with a 1-hour lunch break. Lunch breaks are to be coordinated with ICT staff members to ensure support is always available.

Software

- Help users to resolve ICT problems Set up, maintain and remove user network accounts and file permissions
- Install and test new software
- Set up and maintain e-mail accounts and help tutors with email related problems including mobile phone set up
- Keep an inventory of hardware and software licenses

Hardware

- Maintain ICT equipment such as PCs, Apple Macs, Laptops, scanners, printers, smart boards, cameras, projectors etc. and ensure that these are prepared and ready to be used
- Check new computer equipment on arrival and install as appropriate
- Perform ICT hardware repairs, upgrades and rebuilds
- Liaise with the designated person responsible for the maintenance of the inventory and control the loan outs of ICT equipment
- Keep the store clean and organised
- Assist in the deployment of computer hardware and network upgrades and configuration
- Keep a log of all technical faults and corrective action taken
- Maintain an inventory of all on-site ICT equipment
- Perform basic diagnostic and recovery routines on network equipment

Equality and Diversity

- Work with MVP in the implementation of the company equality and diversity policy, the integration of equality and diversity into every aspect of our work and to support the company to achieve equality and diversity targets.

Health and safety

- Work with MVP in the implementation of the company health and safety policy and to ensure the integration of health and safety into every aspect of our work.

Safeguarding

- Work with MVP in the implementation of the company safeguarding policy and to ensure the integration of safeguarding into every aspect of our work. Report all



concerns to the safeguarding lead immediately and in line with the BCE safeguarding policy.

Information about the Kickstart Scheme can be found here:

<https://www.gov.uk/government/collections/kickstart-scheme>