

Role Title

IT Support

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Fixed term	Kb	Mexico	1 year possible renewal	Office Manager

Role purpose

To provide IT support to the British Council staff and Business Support Services management to ensure an efficient, secure and appropriately controlled environment in accordance with British Council values, Customer Service, Equal Opportunities and Diversity and Green standards.

IT support would have the responsibility to support IT assistant and Office manager in all activities and ensure all buildings in which we operate meet corporate IT and admin requirements. Computers, monitors, whiteboards, projectors and general IT infrastructure are well maintained, up-to-date and in good conditions.

About us

The British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

Geopolitical/SBU/Function overview:

Mexico will become one of the world's largest economies. It is an important commercial, cultural and educational partner for the UK and we need to transform the impact of our operation locally. Our aim is to consolidate and deepen our brand as a leading provider of education and training solutions. This means that we are always seeking partners to work with and new sources of income to support our projects, whilst opening up markets for the UK. The British Council delivers a portfolio of large-scale and local projects in English, Education and Society and the Arts.

In order to meet the challenges of the British Council operation in Mexico, this position supports the Office Manager and the Business Support Services team with day-to-day essential tasks.

Main opportunities/challenges for this role:

- Install and maintain end-user systems and applications for business activities
- Provide on-site and/or remote IT support for users and infrastructure

- Check the configuration of GTI and non-GTI equipment and maintain its integrity. Building new and rebuilding existing Laptops and Desktops
- Physical Manage of network infrastructure including the physical relocation and cabling of equipment (if required)
- Specific Support for onsite networks (Wireless and cable)

Main Accountabilities:

IT support is provided to the whole office, including off-site premises.

Will be responsible for keep inventories updated and workspaces suitable for work and free of any risk.

Key Relationships:

Business Support Services, Resources Manager, Teaching Centre manager, Customer Services, teachers, staff in general.

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Right to work in Mexico	Shortlisting
Direct contact or managing staff working with children?	Yes	N/A
Notes		
Person Specification:		Assessment stage
Language requirements		
Essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> ▪ A2 English ▪ B1 Spanish 	B2 English	Shortlisting
Qualifications		
Essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> ▪ Degree in Information Technologies or similar 	Degree in Information Technologies	Shortlisting
Role Specific Knowledge & Experience		
Essential	Desirable	Assessment Stage
At least 6 months experience in similar roles.		Shortlisting and interview
British Council Core Skills		Assessment Stage
PLANNING AND ORGANISING. Is methodical (level 1): Able to plan own work over short timescales for routine or familiar tasks and processes.		Interview
ANALYSING DATA AND PROBLEMS Uses data (level 2): Reviews available data and identifies cause and effect, and then		

<p>chooses the best solution from a range of known alternatives.</p> <p>USING TECHNOLOGY Operates as an advanced user (level 2): Works as an advanced practitioner in the use of office software and/or British Council standard and social media platforms and trains or coaches others in their use.</p> <p>MANAGING RISK Follows good practices (level 1): Demonstrates understanding of risk management policies and procedures and record of following them.</p>	
British Council Behaviours	Assessment Stage
<p>Working together – more demanding Making It happen – more demanding</p> <p>Being Accountable – essential Connecting with others – essential Creating shared purpose - essential</p>	<i>Interview</i>
Prepared by:	Date:
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