

Role Title

Test day Technician

Role purpose

Provide hands on, first level technical support for the IT infrastructure used for CBT (computer-based testing).

Main Accountabilities:

Programme /service support

- Set up IT equipment (exam delivery workstations, temporary cabling) in preparation for the CBT (computer-based testing) session.
- Verify, at the agreed time before the CBT session, if the CBT platform (the exam software and related IT infrastructure) works correctly. This may include scheduling and running a test exam on all exam delivery workstations.
- Provide hands-on, first line IT support before and during the CBT session. This includes support for the server and computers used for exam delivery, local area network and communication links.
- Liaise with Pearson VUE Help Desk, British Council Global Information Services (GIS), local/regional IT staff and other third party service providers in troubleshooting and resolving problems.
- Record details of technical issues or problems in the British Council Service Desk tool (ServiceNow).
- Additional duties in line with the role may be required.

Training and development:

- Training will be provided on all areas to be covered, including: configuration; software installation; testing; running platform provider remote management application (RMA); and remote access process

Other important features or requirements of the job:

- To work solely at CBT Venues booked by the British Council in accordance with Awarding Body requirements across the UK.
- To provide equipment handling activities in support of CBT Venue set-up and post event collection, including but not limited to unpacking and re-packing all equipment.

Role Requirements:

Passport requirements/ Right to work in country

Must be able to legally work in the country of appointment.

Shortlisting

Direct contact or managing staff working with children?	YES.	Appropriate police check
Notes		
Person Specification:		Assessment stage
Language requirements		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> English language level of CEFR B2 (Listening, Speaking, Reading, Writing skills) or equivalent (e.g. Cambridge English FCE, IELTS 6.5) 		National or international certification, or testing will be completed as part of the recruitment and selection process
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
IT support/Helpdesk experience: Demonstrated experience in IT Technician or Help Desk analyst role. Experience in the following areas: <ul style="list-style-type: none"> Windows operating systems (Windows 7, Windows 2008R2) Basic networking skills (LAN, WAN) 3rd Party software applications 		Shortlisting
British Council Core Skills		Assessment Stage
Using technology level 1: Operates as a basic user of information systems, digital and office technology. Able to use British Council systems and software, and the internet, to do the job and manage documents or processes.		Shortlisting AND Interview
Planning and organising level 1: Is methodical. Able to plan own work over short timescales for routine or familiar tasks and processes. Has a good attention to detail. Is punctual and reliable.		
Communications in local language and English level 1: Communicates clearly and effectively. Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.		

British Council Behaviours	Assessment Stage
Being accountable (Essential): Giving constructive feedback to others in a way they can understand and accept.	<i>Interview</i>
Working together (Essential): Works well with others, is approachable and flexible.	<i>Interview</i>