JOB DESCRIPTION

1ˢᵗ Line IT Support Technician

Reporting to: Trust IT & Strategic, Network & Systems Manager

Location: Based across Trust, currently Aston Manor Academy and Chilwell Croft Academy (0.6 miles apart).

Weeks of work: 36.5hrs per contracted working week (Whole Year). Flexible in line with the needs of the Trust.

Grade/Salary: Grade 2: £24,796 - £26-824

Pay progression: Incremental progression within the grade will be subject to professional criteria-based performance assessment.

Job Purpose:

- To monitor, resolve and where required escalate all 1ˢᵗ line helpdesk tickets (with the opportunity to take on more technical tickets).

Key Responsibilities

- Support where necessary with a variety of IT projects across the Trust, gaining practical, workplace-based training and the opportunity to upskill as part of your development.
- Assist in monitoring and responding to IT helpdesk tickets logged via the Trust's helpdesk system.
- Work within a small but highly supportive IT team, demonstrating a strong customer focus and excellent communication skills when dealing with both technical and non-technical staff across the Trust.
- Log, assess, prioritise, resolve and escalate IT helpdesk tickets in line with Trust procedures, including escalation to the IT Technician and Trust IT & Strategic, Network and Systems Manager where training and support will be provided.
- Maintain a high standard of end user service, ensuring staff feel supported and informed by working collaboratively with the Trust IT Team to develop training documentation for staff.
- Provide regular updates to end users so they are aware of the status and progress of their tickets by keeping tickets updated in the system.
- Take ownership of support issues and see them through to closure, following all relevant Trust support processes.
- Support the IT team with the booking, preparation, delivery and loan of IT equipment.
- Assist staff with any queries relating to Office 365, offering guidance and troubleshooting where required.
- Carry out basic troubleshooting and repair of a range of classroom and non-classroom-based devices including projectors, interactive whiteboards, computers, laptops, printers and other peripherals.
- Liaise with the Trust's third-party support provider when required to ensure timely issue resolution.
- Accurately document IT processes and procedures, contributing to the ongoing improvement of Trust IT operations.
- Undertake any additional duties as may reasonably be directed by the Senior Leadership Team (SLT) or your line manager.

Technologies as Equitas Academies Trust that you will use and receive in house training for on a regular basis:

- Windows Server including Active Directory.
- Microsoft Office 365 Apps including relevant Admin Centres.
- Windows 11 desktops and Laptops.
- VoIP Telephony including YeaLink Handsets.
- Wireless Solutions including Cisco Meraki and Ruckus Unleashed.
- Interactive Whiteboards and Projectors.
- Chromebook devices at Chilwell Croft Academy.

Other:

- Take responsibility for promoting and safeguarding the welfare of children and young persons for whom you are responsible or with whom you come into contact with.
- Adhere to and ensure compliance with the Trust's Child Protection & Safeguarding Policy at all times.
- If in the course of carrying out your duties within the role, if you become aware of any actual or potential risks to the safety or welfare of children in the Trust you must report any concerns to the School's Designated Safeguarding Lead.

Equitas Academies Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will be subject to all pre-employment checks necessary to meet safer recruitment requirements, including a satisfactory enhanced DBS check, right to work check and references.

This job description may be reviewed from time to time in light of changing circumstances and if it is necessary to amend/alter this, those concerned will be consulted.

PERSON SPECIFICATION

1st Line IT SUPPORT
TECHNICIAN

Method of Assessment (MOA)

AF - Application form	C - Certification	I - Interview	T – Test or Exercise	P - Presentation

Criteria	Essential/Desirable (E/D)	MOA
Qualifications/Education NB: Full regard must be given to overseas qualifications	Basic numeracy and literacy, with potential for further study, where appropriate (E)	AF/C
	A – C grades in English, at GCSE or equivalent. (D)	AF/C
Experience Relevant work and other experience	Experience in customer-facing administrative roles.	AF AF/I
	Basic general IT knowledge and experience (E)	
	Basic Office 365 knowledge and experience (E)	AF/I
	Windows 11 Experience (E) Possess	AF/I/Test AF/I
	professional integrity (E) Problem-	AF/Test
	solving experience (E)	AF/I/Test
	Excellent time management and prioritization skills (E)	

Skills & Ability	Able to work autonomously, while maintaining effective communication with the IT team – ensuring processes are adhered to at all times.	AF/I
	Ability to work accurately and within agreed timescales and internal Service Level Agreements (E)	AF/I/Test AF/I
	Ability to troubleshoot simple and complex problems effectively (E)	AF/I
	Outstanding communication skills and ability to empathise with end users at all levels (E)	AF/I
	Ability to work accurately and to deadlines (E)	AF/I
	Ability to prioritise and make decisions efficiently(E)	AF/I
	Ability to maintain complete confidentiality and discretion within all situations.	
Behaviours	Adaptable, accountable and dependable with a focus on accuracy and timeliness (E)	AF
	Ability to establish constructive relationships and communication with all staff and other agencies/professional bodies, etc (E)	AF/I
	Good judgement in knowing when to highlight/escalate issues (E)	AF/I
	Tenacious in resolving issues of all kinds; in proactively seeking out improvement opportunities and delivery of solutions (E)	AF/I
	Integrity, enthusiasm and commitment (E)	AF
	Flexible approach to work. (E)	AF/I
	To proactively take the time to develop yourself and others (if applicable) through training, coaching, mentoring etc. (E)	AF
	Values: To uphold the values and behaviours of the Trust encompassed by "All Different; All Equal; All Achieving"	AF
	Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.	AF/I

	Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.	AF/I

All staff are expected to understand and be committed to equal opportunities in employment and service delivery in line with the equality act.

Name : _____

Sign   : _____

Date   : _____