



Field Technician

The main purpose of the role is to deliver resolutions to problems and resolve or further escalate tickets from the Service Desk, ensuring proactive steps are taken to avoid disruption in the first place wherever possible.

Grade:	Grade 8 (15-18)
Responsible To:	IT Service Manager
Key Relationships/ Liaison with:	Service Desk Technicians, Field Technicians, IT Service Manager, Cluster Leaders, Head of IT, Trust Colleagues
Location:	Trust Central Office; other Trust locations may be possible if approved in advance. Travel to other Trust locations is required most days.

Main duties and responsibilities

- Proactive checking of systems and alerts
- Triage, resolution and escalation of tickets assigned by IT colleagues
- As the senior technician, supporting the development of Service Desk Technicians with a view that they may develop into the Field Technician role
- Creation of / updates to knowledge base articles
- Reporting of 'problems' and 'incidents' as found working on tickets
- Assisting colleagues at Trust Schools during periods of busy project work; usually during school holidays
- Attend central team meetings, as required.
- Provide support to external service users as appropriate
- Develop knowledge and expertise in PedTech and how it can be used to raise outcomes for children

Experience:

- Supporting people in any context; personally or professionally
- Experience in a similar role inside or outside of education is desirable
- Technical IT experience at least at first line level, ideally second line, ongoing training will be provided

Skills and Knowledge:

- Able to prioritise work according to need
- Ability to remain calm under pressure
- Understanding of and ability to support cloud IT systems and services
- Understanding and ability to support and configure switching and wifi
- Ability to use IT confidently at an end user level
- Understanding of GDPR and ability to remain compliant with
- Effective communication and interpersonal skills
- Ability to build effective working relationships

Personal Qualities:

- Desire to learn about IT systems and services according to the needs of the Trust
- Commitment to getting the best outcomes for all pupils and promoting the ethos and values of the school
- Ability to work under pressure and prioritise effectively

- Commitment to maintaining confidentiality at all times
- Commitment to safeguarding and equality

SPECIAL FACTORS:

Subject to the duration of the need, the special conditions given below apply:

- The nature of the work may involve the post holder carrying out work outside of normal working hours.
- The postholder may be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by his/her own training needs and the needs of the school.
- Expenses will be paid in accordance with the Local Conditions of Service.
- This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006 before the coming into force of section 64 of the Protection of Freedoms Act 2012 on 10th September 2012. Therefore **a DBS enhanced check is an essential requirement.**

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

Discovery is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Person Specification

Job Title: Field Technician

Grade: 8 (15-18)

	Essential	Desirable	How assessed
Qualifications Good communication skills, written and verbal	✓	✓	Int
Experience - Significant helpdesk experience at time served first line level or second line level - Supporting people through challenges - Experience in a similar role - Experience in a similar role in education	✓ ✓ ✓	✓	App App App App
Knowledge & Skills - Ability to prioritise workload according to need - Ability to remain calm under pressure - Deep understanding of business tools such as Outlook, Excel, Powerpoint, etc - Understanding of the use of technology in education, in particular in the classroom - Ability to use IT confidently at an End User level - Ability to coach users, both in person and remotely, in their learning, improvement, and resolution of their issues - Understand of GDPR and ability to remain compliant - Effective communication and interpersonal skills - Ability to build effective working relationships	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		Int Int Int Int Int Int Int
Personal Qualities Commitment to getting the best outcomes for all pupils and promoting the ethos and values of the school	✓ ✓		App App/Int

	Essential	Desirable	How assessed
- Ability to work under pressure and prioritise effectively - Commitment to maintaining confidentiality at all times - Commitment to safeguarding and equality - Ability to inspire others and themselves in challenging times - Desire to learn about IT systems and services according to the needs of the Trust	✓ ✓ ✓ ✓		App/Int Int Int App
General Circumstances An understanding of, and commitment to, Equal Opportunities, and the ability to apply this to strategic work and day-to-day situations.	✓		App/Int
Factors not already covered - Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the provisions of the Equality Act 2010. - Full UK Driving license and own transport	✓ ✓		Med App

App = Application Form

Test = Test

Int = Interview

Pre = Presentation

Med = Medical Questionnaire

Doc = Documentary Evidence (E.g., Certificates)