

## JOB DESCRIPTION

### Employment Details

Job Title	First Line IT Support Technician
Reports to	IT Service Desk Manager
Salary Band	WHF NJC L-M

### Safeguarding Commitment:

*The White Horse Federation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We therefore expect all staff and volunteers to work to and within school policies and procedures, including safeguarding, child protection and health and safety.*

*This post is subject to satisfactory references which will be requested prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical clearance, evidence of qualifications and verification of the right to work in the UK.*

### Purpose of the Role

The 1st Line IT Support Technician is a key member of the IT Services team, responsible for providing frontline technical support to staff and students across the Trust. Reporting to the IT Service Desk Manager, the post holder is the first point of contact for all IT-related issues, offering prompt, professional and effective support to ensure minimal disruption to teaching, learning and administration.

The role involves managing and triaging support requests via the IT Service Desk, resolving routine technical issues and escalating more complex problems to 2nd Line Technicians or the IT Infrastructure Team as appropriate. The 1st Line Technician plays a crucial role in maintaining high levels of customer service, ensuring all tickets are logged, tracked and resolved in accordance with agreed service level agreements (SLAs).

As a proactive and visible presence within the schools, the 1st Line Technician supports the day-to-day operation of IT systems, devices and services, including hardware, software, audio-visual equipment and user accounts. They contribute to the upkeep of accurate documentation and asset records and assist in the setup and maintenance of IT equipment for lessons, meetings and school events.

The post holder will work under the guidance and supervision of more senior IT staff, including 2nd Line Technicians and the IT Service Desk Manager and is expected to engage in ongoing learning and development to build their technical knowledge and capabilities.

### Responsibilities

#### Customer Service and Ticket Handling

- Provide excellent first-line support to staff and students across the Trust, delivering a friendly and professional service during all interactions.
- Act as the first point of contact for IT support requests, logging all incidents, service requests, and changes accurately via the IT Service Desk system.
- Respond to and resolve routine technical issues in a timely manner, escalating more complex problems to 2nd Line Support where necessary.
- Keep users informed on the progress of their tickets, maintaining clear and effective communication throughout.

#### Technical Support and Issue Resolution

- Deliver day-to-day technical support for end-user devices, peripherals, software, and systems—both remotely and in person.
- Troubleshoot and resolve common IT issues including login problems, printing errors, device connectivity, and basic application faults.
- Assist with the setup and configuration of devices and user accounts for staff, students, and visitors as required.
- Support the use of classroom and office-based AV equipment, ensuring its availability and proper operation.

### **Collaboration and Escalation**

- Work closely with 2nd Line Support Technicians and the IT Service Desk Manager to ensure effective handover and escalation of unresolved issues.
- Follow guidance and instructions from more senior IT staff, contributing to a cohesive and responsive support team.
- Provide support during larger incidents or service outages, working collaboratively to restore services swiftly.

### **User Training and Communication**

- Offer basic IT guidance and training to staff and students to promote confident and responsible use of technology.
- Maintain a positive and helpful presence within schools, building trust and awareness of the IT support service.

### **Documentation and Asset Management**

- Ensure all actions and solutions are clearly documented within service tickets.
- Assist with maintaining up-to-date IT records, including asset tracking, device allocation, and equipment returns.
- Support the upkeep of the Trust's knowledge base by feeding in common issues and solutions.

### **Operational Support**

- Participate in daily checks, equipment preparation, and termly ICT audits across school sites.
- Help ensure IT equipment is stored, handled, and deployed in a secure and organised manner.
- Provide support for school events requiring IT setup or technical presence.

### **Professional Development**

- Engage with ongoing training and development opportunities provided by the Trust, including mentoring from senior IT staff.
- Demonstrate a proactive approach to learning new systems, tools, and processes as part of career progression.

### **Additional Duties and Responsibilities**

The principal responsibilities and tasks as set out above are not intended to be exhaustive. The need for flexibility, accountability and team working is required. The post holder is expected to carry out any other related duties that are within the employee's skills and abilities, commensurate with the post's grade and whenever reasonably instructed.

The post holder will respect the need for confidentiality at all times while performing this role.

The post holder must at all times carry out their responsibilities with due regard to Trust policy and arrangements for Health and Safety at Work.

All staff within The White Horse Federation will be expected to accept reasonable flexibility in working arrangements and the allocation of duties to reflect the changing roles and responsibilities.

### Safe Working Practices with Children

It is the responsibility of each employee to carry out their duties in line with The White Horse Federation's ethos and culture of safe working practices for adults working with children and be sensitive and caring to the needs of the disadvantaged, promoting a positive approach to a harmonious working environment. Each employee should act as an exemplar on these issues and must, where appropriate, identify and monitor training for themselves and any employees they are responsible for.

### General Data Protection Regulations

The post holder is required to comply with GDPR regulations and to maintain awareness of Trust policies and procedures in this area. Attention is specifically drawn to the need for confidentiality in handling personal data and the implications of unauthorised disclosure.

### Equality and Diversity

There is a requirement for the post holder to promote the equality and diversity agenda within their own role and areas of responsibility and across the department. In fulfilling the requirements set out in this job description, the post holder will apply The White Horse Federation's commitment to equality by treating all employees fairly and without discrimination.

*This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post. The job description will be reviewed regularly to ensure that it relates to the role being performed and to incorporate reasonable changes that have occurred over time or are being processed. Any review will be carried out in consultation with the post holder before any changes are implemented.*

<b>Developed by:</b>		<b>Issue Date:</b>	
<b>Post Holder signature:</b>		<b>Signature Date:</b>	

## PERSON SPECIFICATION

### Qualifications and Training

Essential	Desirable
<ul style="list-style-type: none"> <li>Highly driven &amp; self-motivated</li> <li>Ability to self-manage time &amp; work load</li> <li>Resourceful &amp; independent in finding solutions</li> <li>High attention to detail &amp; organization</li> <li>Friendly, confident and professional telephone/email manner</li> <li>Ability to adapt to organisational change</li> <li>Competent in using the full Microsoft Office Suite</li> </ul>	<ul style="list-style-type: none"> <li>Exposure to using and supporting Apple IOS</li> <li>Competent in using Active Directory Users &amp; Computers</li> </ul>

### Skills and Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>Familiar with IT hardware repair</li> <li>Excellent communication skills with all stakeholders</li> <li>Knowledge of up-to-date Windows operating systems</li> </ul>	<ul style="list-style-type: none"> <li>Proficiency in Office 365 and Azure Administration including Entra ID (associated MS qualifications are desirable)</li> <li>Experience administering and supporting VOIP systems</li> <li>Experience in an education support environment</li> </ul>

### Specialist Knowledge

Essential	Desirable

### Personal Traits

#### The successful candidate will:

- Appreciate the differences between people regardless of ability or background and treat peoples' values, beliefs, cultures and lifestyles with respect and dignity at all times.
- Understand the boundaries of appropriate behavior when working with children and young people and always act in a way that respects these boundaries.
- Understand the principles of confidentiality and adhere to them in respect to the information available within the workplace.
- Have values that align with the ethos and culture of The White Horse Federation.