

JOB DESCRIPTION

Job Title:	1st Line IT Support Technician
Grade:	Grade 2 (or) 3 – dependant on experience <i>Grade 2 (£24,796 – 26,824) FTE</i> <i>Grade 3 (£27,254 - £33,699) FTE</i>
Hours:	36.5 hours per week
Contract:	Permanent, All Year Round
Disclosure Level:	Disclosure Barring Service – Enhanced Certificate
Responsible to:	Trust IT & Strategic Networking & Systems Manager
Liaison with:	All Teaching and Non-teaching Staff, Administration Team, Senior Leadership Team, Students, Parents / Carers, External visitors

Location:

ASTON MANOR ACADEMY, PHILLIPS STREET, BIRMINGHAM, B6 4PZ

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

The successful applicant will work within the IT department. As our IT Support Technician, you will be involved in a wide variety of IT tasks as well as working across both school site and, where required interacting with students.

Tasks may involve:

- 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

- 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.

Safeguarding and Data Protection

- Work within the requirements of Data Protection legislation at all times.
- Understand your responsibilities in relation to Safeguarding and child protection and how to highlight any issue or raise any concerns.
- Remain vigilant to ensure all students are protected from potential harm by following safeguarding and child protection policies and protocols.
- Embed a safeguarding culture within the catering teams, ensuring they have regular statutory training.

Staffing

- To monitor and maintain standards of performance through line management of staff including staff in adherence with Equitas policies and procedures.
- To demonstrate a positive working style with a committed and flexible attitude. Promote the importance and benefits of effective team working and well-being.

Additional conditions

- Take on any additional responsibilities which might from time to time be determined.
- The ability to work outside of the usual working day should the need arise.
- Create and maintain positive and supportive relationships with staff, parents, business, community, and all stakeholders.
- The post-holder will be expected to undertake any appropriate training provided by Equitas to assist them in carrying out any of the above duties.
- The post-holder will be required to promote, monitor, and maintain health, safety, and security in the workplace. To include ensuring that the requirements of the Health & Safety at Work Act, COSHH, and all other mandatory regulations are adhered to.
- To undertake appropriate professional development including adhering to the principle of performance management.
- To promote the vision and aims of the Trust.
- To set an example of personal integrity and professionalism as outlined in the Staff Code of Conduct.
- To attend meetings, training days and CPD sessions.
- To be an effective team player and support the functions of The Trust.
- Observance of Equal Opportunities, Confidentiality, Health & Safety Policies and Internet Code of Practice.
- Observance of complete confidentiality on all school information is required and any other failure to do so may be regarded as gross misconduct in terms of the Disciplinary Policy.
- To take responsibility for becoming familiar with academy policies and abide by them.

An Enhanced Disclosure with the Disclosure and Barring Service (DBS) will be undertaken before an appointment can be confirmed. The successful candidate will be required to disclose all convictions and cautions, including those that are spent; the exception being certain, minor cautions and convictions which are 'protected' for the purposes of the 'Exceptions' order.

<https://www.gov.uk/government/collections/dbs-filtering-guidance> '

This job description only contains the main accountabilities relating to the posts and does not describe in detail all of the duties required to carry them out. The post holder may be required to undertake other duties and responsibilities that are commensurate with the nature and level of the post and flexibility is therefore required.

PERSON SPECIFICATION: 1st LINE IT SUPPORT TECHNICIAN

A.F. = Application Form; I = Interview; T = Test or Exercise;

CRITERIA	ESSENTIAL	DESIRABLE	M.O.A.
EDUCATION/ QUALIFICATION	Basic numeracy and literacy, with potential for further study, where appropriate	A – C grades in English, at GCSE or equivalent.	AF/I
EXPERIENCE (Relevant work and other experience)	Experience in customer-facing administrative roles. Basic general IT knowledge and experience Basic Office 365 knowledge and experience Windows 11 Experience Possess professional integrity Problem-solving experience Excellent time management and prioritization skills		AF/I AF/I/T AF/I/T AF/I AF/I AF/I AF/I
SKILLS AND ABILITIES (Eg Written communication skills, dealing with the public)	Able to work autonomously, while maintaining effective communication with the IT team – ensuring processes are adhered to at all times. Ability to work accurately and within agreed timescales and internal Service Level Agreements Ability to troubleshoot simple and complex problems effectively Outstanding communication skills and ability to empathise with end users at all levels Ability to work accurately and to deadlines Ability to prioritise and make decisions efficiently Ability to maintain complete confidentiality and discretion within all situations.		AF/I/T AF/I AF/I AF/I AF/I AF/I AF/I

BEHAVIOURS	Adaptable, accountable and dependable with a focus on accuracy and timeliness. Ability to establish constructive relationships and communication with all staff and other agencies/professional bodies, etc Good judgement in knowing when to highlight/escalate issues Tenacious in resolving issues of all kinds; in proactively seeking out improvement opportunities and delivery of solutions Integrity, enthusiasm and commitment Flexible approach to work. To proactively take the time to develop yourself and others (if applicable) through training, coaching, mentoring etc. Values: To uphold the values and behaviours of the Trust encompassed by “All Different; All Equal; All Achieving” Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. 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.	
TRAINING	Willingness to participate in further training and development opportunities offered by the school/Trust.	AF/I
OTHER	Ability to demonstrate commitment to Equal Opportunities	AF/I
CONTRA INDICATION	Positive Disclosure relating to young people or vulnerable adults	AF/I