Post: 2nd Line IT Technician

**Responsible to:** Network Manager

**Salary:** SC4 to SC5 (£19,554 to £23,836)

**Location:** Based in Tipton – with requirement to travel to schools within the Southern Hub.

**Working Pattern:** 37.5hrs per week – full time, full year. 25 days holiday + Bank Holidays

**Job Purpose:**

* **To ensure the smooth running of the trust’s IT networks**
* **To provide outstanding, pro-active, accessible support to all users.**
* **To enable exciting teaching and learning using IT**
* **To enable collaborative working and reduced workload for all staff of the trust**
* To provide support to users across the trust’s academies via the central helpdesk
* To provide support to first line technicians as required
* To provide a second line support knowledge, to resolve more complex and larger impact issues.
* To provide support to the Central Team within the trust.
* To provide support for Trust/Academy events outside normal working hours

**Specific Responsibilities**

* Using the trust helpdesk, provide support to all users of the trust networks -resolving issues quickly and efficiently, ensuring resolutions are long term.
* Attend site as per the team rota to provide onsite for schools as required.
* To prioritise responses by, and respond to all requests within, the terms of trust SLA
* To be polite, friendly and helpful at all times with all colleagues
* To be pro-active with all support, identifying and resolving potential issues before they occur.
* To be a confident communicator and member of the team.
* To develop and deliver training to first line technicans and school staff
* To provide support, advise and resolutions to first line technicians as required.
* To deputise for the Network Managers as required.

Device and Application Support

* To implement trust and academy development plan objectives
* Install and test new hardware
* Perform advanced device repairs and upgrades
* Identify and rectify advanced hardware or software faults
* Install and test new software as directed
* Complete and keep up-to-date inventory of all equipment
* Proactively provide solutions to reduce the chance of issues occuring

Network support

* Perform network cable installation and test connectivity
* Support connectivity to wireless networks and troubleshooting
* Develop solutions for connecticity that match the future requirements of the trust and academies.
* Proactively provide solutions to reduce the chance of issues occurring

Server Management & Support

* Manage performance of the server infrastructure
* Ensure warranties and support are in place
* Perform and support upgrades of infrastructure as required
* Perform diagnostics and issue resolution of server hardware and software

MIS and Core Trust Systems

* Provide support and maintenance of trust MIS systems with the support of external providers and the Trust Data Manager
* Ensure core trust systems are effectively supported, including managing support contracts as required

Support requests

* Use the help desk to log, update and resolve all issues.
* Ensure that requests are responded to within SLA timeframes
* Understand the difference between incidents and problems
* Utilise the Self-Help Guides to assist users – regularly add to and update.
* Understand priorities of response based on the SLA.
* Understand when, and how to escalate issues, and escalate effectively.
* Resolve escalated issues
* Monitor adherence to targets by the team, and develop strategies to improve performance.
* Proactively provide solutions to reduce the chance of issues ccurring

Health and Safety

* Ensure that you and first line technicians follow all relevant health and safety guidance, policies and laws.
* Ensure that IT equipment is used in line with relevant health and safety guidance and policies

Conduct & Professional Development

* Attend relevant courses/undertake online training to improve skills and knowledge
* Advise and train individual staff and pupils
* Have appropriate communications with suppliers
* Network with colleagues within the trust and in similar roles outside the trust
* Read organisation policy documents, schemes of work and other related documents to develop an in depth understanding of teaching and learning needs.
* To keep systems safe and secure at all times
* To understand the role of Safeguarding within the context of IT in schools, and the wider context across the trust.

**Personal Specification – 2nd Line Technican**

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| Requirement | Desirable | Required |
| **Skills and knowledge** | | |
| Expert user in a range of office applications. |  | X |
| Expert user in a range of operating systems |  | X |
| Expert user of Microsoft Server 2008r2, 2016. |  | XS |
| Knowledsge of DHCP/DNS/Active Directory /Group Policy |  | X |
| Working Knowledge of Virtulisation (Hyper V preferred) |  | X |
| Knowledge of Azure Active Directory and Intune | X |  |
| Knowledge of Office365 administration |  | X |
| Knowledge of WordPress |  | X |
| Knowledge of VEEAM or similar backup solutions, backup principles and Disaster Recovery obligations within a school context |  | X |
| Advanced awareness of GDPR and Data Security best practice |  | X |
| Expert skills on the minimisation of risk from computer viruses and other security risks. |  | X |
| Able to deploy applications across a network using available solutions |  | X |
| Good level of written and spoken English appropriate to the context and audience. |  | X |
| Appreciation of the curriculum, including a general understanding of the requirements for ICT in the school’s curriculum. |  | X |
| Aware of relevant organisation policies. |  | X |
| An understanding of the use, functionality and limitations of different platforms including desktop and mobile devices. |  | X |
| Aware of different levels of ability and confidence of staff and pupils in using ICT. |  | X |
| Aware of potential and actual uses of ICT in schools. |  | X |
| **Personal Skills** | | |
| Ability to work well under pressure |  | X |
| Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline |  | X |
| A strong interest in IT |  | X |
| A willingness to develop |  | X |
| Understanding of Safeguarding within the school |  | X |
| A driving licence and constant access to a transport |  | X |
| Willingness to travel |  | X |
| Business Class1 Car Insurance |  | X |
| Ability to confidently deliver training to peers. |  | X |
| Flexibility to react to the role demands outside of normal working hours |  | X |