



Job Description for IT Support Specialist (ISS) - Full time

Reporting to: Senior IT Manager (SM) and IT Administrator

Based at: Thomas's Kensington

Summary of the role:

Provide 1st line IT support for all school staff (administrative and teaching) in all aspects of IT and ICT so that they are able to perform their roles in teaching and administration. Performing additional IT administration tasks, under the direction of the IT Administrator.

Hours of work:

- Monday to Friday 8am to 5pm during term time.
- Some work outside of these hours can be expected.
- During school holiday time when there are major IT projects and system maintenance taking place hours are likely to be more flexible to suit the work load.
- Shared telephone support rota hours 7am-8am & 5pm-7pm Monday to Friday during busy periods (e.g. start/end of term)

Salary: £22,000 to £24,000 depending on ability, experience and skillset.

Holidays: Six weeks holiday per year plus public holidays

- At least 4 weeks of this holiday must be taken during school holidays
- All holidays are only to be taken after prior arrangement with the Senior IT Manager and generally not at the same time as other IT Support members
- The holiday year runs from the 1st October to the 30th September

Key roles and responsibilities:

- Log all support requests into the call logging system and ensure that requests for support are met and responded to in an efficient and effective manner
- When assigned to a call for support, ensure that requests are updated and closed when confirmation is received that the requestor is satisfied the fault has been rectified
- Provide 1st line support for the Kensington school site
- Proactively monitor the support queues for Kensington, take ownership of calls and then see them through to resolution, or when appropriate escalate the call to the 2nd line
- Run through a regular checklist in order to proactively prevent regular or common faults (such as presentation equipment failure)
- Install new and updated hardware from time to time when guided by the Assistant IT Manager (AM)

- Give basic instruction to relevant staff when any new equipment is deployed. When extensive training is required, more official training will be co-ordinated by the Director of Learning Technologies
- Provide assistance to authorised staff members to enable them to access school emails on mobile devices
- Maintain confidentiality at all times when encountering sensitive information during the course of carrying out duties
- Undertake internal or external training provided by the school where appropriate and take responsibility for their own self-improvement
- Remain contactable via phone (mobile or landline) during normal work hours
- Assist in major upgrades and changes to all aspects of the IT/ICT environment during school holiday periods to ensure that projects get completed on time with the minimum of disruption. The SM and AM will provide a schedule of works and estimated timescales for times such as these and hours of work are likely to be very different than those during term time

IT Service Desk

- Answer and log incoming IT support calls to the *IT Helpdesk* and *Fix on First Call* over the phone or remotely if possible in the IT Administrator's absence
- Manage all incoming IT support emails into the *IT Helpdesk* and direct to the necessary support queue, escalating requests to the appropriate party, as needed
- Manage all other incoming support emails and direct to other departments as necessary (e.g. Software Development Team, Maintenance)

IT Administration

- Maintain the *IT Asset Management System* ensuring that all assets are recorded and updated/removed when required
- Provide general administrative support to the IT Support Team and the Director of Learning Technologies
- Maintain staff accounts for email, VLE, management information system and action approved user account updates
- Provide email support for parent queries relating to the School Portal and general IT access

Technical skills and knowledge:

The ITSS must be competent in the following areas (or have knowledge of, where indicated):

- Windows XP, Windows 7, iOS
- Microsoft Office 2003 onwards and other common desktop applications
- Basic networking skills including TCP/IP and the ability to configure network printers
- Ability to install 3rd party applications and be conscious of potential difficulties
- Awareness of all mainstream mobile technologies, e.g. Android, Apple, etc., particularly when related to the schools' email system
- 1st line support experience
- Have an understanding of the difference between 1st, 2nd and 3rd line support

- Ability to fix common IT problems and advise members of staff in the day to day use of printers and multifunction devices, and know when to escalate to 3rd party support when appropriate

Generic duties and responsibilities relevant to all members of staff:

- To work in a manner which is safe and healthy for both yourself and others with whom you come into contact
- To comply with safety instructions and regulations
- To promptly report all safety hazards and unsafe working practices
- To be familiar with the schools' Health and Safety Policy and comply with it at all times
- To read and be familiar with the Staff handbook and Employment manual and follow the procedures therein
- To be familiar with and to follow guidelines as set out in the school staff policy documents
- To work in a co-operative, diplomatic and flexible manner
- To foster and maintain good working relationships, acting as a courteous, friendly and business-like member of the school team

Thomas's London Day Schools are committed to safeguarding and promoting the welfare of children and young people, and expect all staff and volunteers to share this commitment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced Disclosure and Barring Service check.