



Job Description

POST:	ICT Support Technician
RESPONSIBLE TO:	ICT Site Leader
SALARY:	£15,882 – £17,333 (NJC Spinal Point 14 –18, National Scale)
KEY RELATIONSHIPS:	Staff and Students at Oasis Academy Isle of Sheppey, Visitors to the Academy including other Oasis Staff, ICT Site Leader, Regional Service Delivery Manager.
LOCATION:	Oasis Academy Isle of Sheppey + Travel.
WORKING PATTERN:	Full time (37 hrs p/w, 52 weeks), Permanent (On a shift rota basis covering the hours of 8am to 6pm).
DISCLOSURE:	Enhanced.
JOB PURPOSE:	To provide 1st Line hardware and software support, incident management, call logging, asset management, general IT administrative and other IT facility services as part of a Service Desk within the IT support team. The team's function is to provide staff, pupil and external customers support for all aspects of an IT infrastructure, including Networking, Server, Desktop & Laptop Hardware (Tier 1 Products) and Software.

SPECIFIC RESPONSIBILITIES:

- To respond and resolve requests for IT support in line with the IT departments SLA agreement.
- To ensure that all work is carried out in line with Oasis IT policies and procedures.
- Perform daily checking tasks that are specified for the different shift patterns.
- First point of contact for customers, via telephone, walks ins etc.
- First point of response to phone alert for service incident breaches.
- To provide first line service desk support to external customers, assisting them with hardware and software problems via the phone, email or by fax.
- To initially provide as much 1st line support over the phone or at the point of desk that your experience will allow, gathering all relevant information before escalating.
- Escalate calls where needed to a more experienced 1st line support person or the 2nd line support team.
- Logging calls with 3rd party vendors and liaising with suppliers.
- Management of own incident call queue (i.e. call routing, call updating, and call resolution) using OCMS call manager system, in line with the set SLA and KPi targets.
- Administration of User accounts, reset passwords, assign permissions and manage group policies using Active Directory.



- Administration of the Cisco Telephony system currently Cisco Call Manager and Zeacom.
- Managing Email Accounts through Exchange Management.
- Supporting users in the Academy, and troubleshooting PC's and laptops using Windows 7, XP, and MS Office 2007 and 2010 applications.
- Supporting users face to face and over the phone using remote access tools.
- Visiting neighbouring Academies in order to provide technical support and ad hoc project tasks.
- Installing software, configuring PC's and laptops, and basic troubleshooting.
- Patching in users to the network and telephone system.
- Producing new technical documentation, and making changes to existing documentation.
- Creating and imaging laptops and PCs using WDS (Windows Deployment Services) with the latest company image of technologies such as Windows 7 and Office 2010.
- Creating and updating assets into the asset management database.
- Configuring mobile equipment such as ipads, iPhones and HTC's to the Exchange Server.
- To monitor the call queue and ensure that calls are updated by yourself or by other technicians in a timely manner and also to notify technician's and/or managers if they are not.
- Basic printer maintenance.
- Troubleshooting hardware such as printers, scanners, laptops and PC's.
- To complete additional ad hoc tasks as and when required.
- To keep the working area clean & tidy at all times.

GENERAL DUTIES

- Inputting current inventory into the system using Asset Management. (CFM)
- Backup for Monitor the call queue and ensure that calls are updated all technicians
(In a timely manner, if not to notify technician's and/or managers if they are not.
(SDC)
- Helping with the media needs of the Academy including AV systems, digital signage and website updating.

Safeguarding children and young people

Oasis Community Learning is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.



ICT Support Technician Person Specification

Our Purpose

Oasis Academies exists to provide a rich and balanced educational environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

Oasis Community Learning Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. Our work is motivated and inspired by the life, message and example of Christ, which shapes and guides every aspect of each of our schools. This is foundational to our belief that all people are created and loved by God as equal and unique beings, and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of each Academy community.

For further information, please refer to the OCL Purpose, Ethos and Values document which accompanies this job description.

Oasis IT Terminology

When Oasis IT refers to an "Oasis user" or a "customer" these companies, groups or individuals are defined as either Oasis's direct employees or students of oasis no matter what location they are based in, or any company, group or individual that has purchased an Oasis IT support package. Which include the following but is not exhaustive of :- All Oasis Academies, Oasis Church, Oasis College, Oasis Global, Oasis Hub sites, Faithworks, Southside Radio Station, Foyer and No.3.

	Essential	Desirable
Qualifications	GCSE Qualifications.	- Comptia A+ or N+ or other computer Qualification. - MCP/CCNA/MCSE qualification (or working towards).
Experience, Skills and Knowledge	- Good working knowledge of Microsoft Windows XP, Windows7 and Office Applications. - Good understanding of computer hardware and troubleshooting hardware problems. - Excellent verbal and written communication skills.	- Knowledge of remote desktop/network monitoring would be advantageous. - Experience or knowledge of improving processes or service performance levels. - MCP certifications would

	• Excellent customer facing skills. • Excellent Telephone manner. • Basic understanding of TCP/IP, DNS, DHCP and VPN's. • Basic knowledge of Windows Server 2003/2008	be desirable. • Previous telephone support experience. • Experience or knowledge of using a call logging system. • Experience troubleshooting MS Office Word \ Excel \ PowerPoint. • Basic understanding of PC hardware set-up and configuration.
Personal Qualities	• Team player prepared to work to achieve results. • Enthusiastic approach to customer service. • Energetic and methodical; possessing the drive and determination to see things through to a high standard. • Willingness to work different shift patterns. • Commitment to safeguarding and promoting the welfare of children and young people. • Willingness to undergo appropriate checks, including enhanced DBS checks. • Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis Community Learning ethos. • Quality focused in all aspects of work.	