

Role Profile: The Leys School

Role Title: IT Support Analyst
Location: The Leys School/Rugg Centre
Responsible to: Operations Manager

Main Purpose of the role

- Providing first and second line IT support to The Leys community. Assisting the Operations Manager in building, deploying and maintaining IT services.

Key Tasks

- Providing first line support to users of IT and audio-visual technologies at The Leys, assisting the IT Support Technician at busy times and on urgent cases.
- Operating the IT Service Desk. Managing support calls efficiently and escalating promptly to management or remote support where required.
- Providing second line support. Technical research to diagnose and solve problems which cannot be fixed by first line technical support staff.
- Maintaining and developing the local IT knowledgebase.
- Assisting the Leys Operations Manager in packaging and delivery of applications to users. Troubleshooting application functionality, performance and packaging issues.
- Installation and maintenance of web servers, websites and web applications at The Leys, including Intranet, Learning Platform and media streaming.
- Ensuring that applications are delivered according to licence requirements and maintaining an up-to-date software licensing spreadsheet.
- Assisting the Leys Operations Manager in troubleshooting server and network functionality and performance issues.
- Configuration and maintenance of The Leys' and Foundation IT Service (FITS) network equipment in liaison with The Leys Operations Manager.
- Deployment of client-access devices, datacentre and networking equipment at The Leys.
- Maintaining updates and security on Leys and FITS servers, and client devices.
- Maintaining desktop and profile environment for users.
- Building, testing, distribution and management of client operating system images on physical and virtual systems.
- Monitoring health of Leys and FITS servers and backups.
- Assisting the Operations Manager with Leys and FITS server provisioning and configuration of backup routines.
- User administration, including creating new user accounts in line with the Starter Process.
- Liaison with St Faith's IT staff on knowledgebase development, application packaging and delivery technologies, and web server technology matters.

General Tasks

- To ensure that a safe / secure environment exists for pupils / staff and customers and meet requirements under the Health & Safety at work Act 1974 and C.O.S.H.H.
- To uphold the provisions of the Data Protection Act 1998, understand and be mindful of the School email / internet policy / code
- To work at all times within the policies, procedures and ethics of the School
- To observe / implement all relevant legislative requirements, maintain and update own knowledge as appropriate for the role
- To undertake any other reasonable associated request from the HoD or a School SMT member
- To adhere at all times to the School's Child Protection procedures and to undertake responsibility to safeguard pupils
- To be aware of and adhere to at all times the School code of conduct and confidentiality
- To refer to and adhere to all Health and Safety procedures and policies as appropriate and other legislative requirements as required, carrying out duties by working in a safe and organised manner.

Signature:**Date:****June 2015**