



Job Description

Post title	IT Support Technician
Academy	Haberdashers' Aske's Knights Academy
Grade	Band 3 (£20,542 - £22,060 Per annum) Depending on Experience

Summary of the overall purpose of the job

As part of the corporate services team, deliver a high level of customer service, whilst being responsible for ensuring that all IT services at Knights Academy are delivered both reliably and safely for all users. Ensure that faults and requests are resolved in a timely manner with minimal disruption to the users work.

Key responsibilities and objectives of the job

Support/Helpdesk

Knights IT operates a local helpdesk to manage the day-to-day workload of the department across the Academy. All members of the team are to work within this framework to ensure all of the departments responsibilities are carried out in a timely manner. To that end post holders must: -

- Read and accept all calls assigned to them, within an hour
- Update each open call, once every day, unless it is on hold
- Resolve every call within its SLA
- Escalate calls that are outside of their ability within an hour
- Inform the Senior IT Support Supervisor of potential major issues immediately
- Record defective equipment within the helpdesk, on the day it is discovered
- Replace defective equipment with a spare, if the defect will take longer than a day to resolve
- Oversee the work of external contractor, ensuring minimal disruption to others and record within the helpdesk, within 24 hours
- Update hardware and software inventory, within 24 Hours of making a change
- Ensure all systems, including peripheral equipment, is safe, clean, fully serviceable and complies with relevant Health & Safety regulations whenever installing, carrying out checks and attending calls

Event Support

The Academy holds a large number of events like School Assemblies, Parent Evenings, and Concerts. Where AV/IT Services are used in these events, at least one member of the team must attend in order to manage AV/IT Services at events and ensure that the services meet the high expectations of the Academy. All events are to be setup at least 15 minutes prior to the start time and be attended throughout unless the customer specifies otherwise.

Regular Checks

Regular Checks are carried out in order to capture and resolve long term faults and those that might not otherwise been reported. This helps to ensure the Academy's IT Services are maintained.

The minimum level of checks expected is: -

- All IT suites to be checked and signed off once every week, during term time
- Check stock levels in all stores and IT suites once every week, during term time
- All other classrooms to be checked and signed off as per the agreed schedule

System Development

The Academy expects its IT Service to embrace new technology, while ensuring that its existing systems remain dependable. In order to deliver on the Academy expectations every member of the team is required to: -

- To assist with the evaluation, testing and installation of new hardware and software, following IT Federation procedures ensuring the security of hardware
- To develop a high level of liaison with administrative, curricular and support staff across the Academy. In order to maintain a clear understanding of their aims and IT needs.

Health and Safety

The primary consideration for all members of the team should be the health and safety of all users of the Academy.. Therefore all members of the team are required to: -

- Assist in the Academy program of Portable Appliance Testing
- Complete or assist in completing risk assessments
- Comply with Health and Safety guidance from the Academy and the Health and Safety Executive
- A sizable amount of the IT equipment is installed at a high level, including projectors, speakers, and wireless access point. Therefore members of the team are required to work at height on the appropriate equipment including ladders, towers, scaffolding
- Move equipment and consumables around and between the Academy sites

Security/Data

The security of the Academy data should be the second most important consideration for all members of the team, second only to safety. This includes:-

- ensuring appropriate backups are taken
- ensuring appropriate security software (Anti-Virus, etc) is in place
- ensuring systems are safe from external attack, whether via the Internet or via other means
- ensuring that media containing Academy data (Hard Disk, Memory Pen, Tape, Floppy Disk etc) is secure at all times and disposed of in a manner that ensures data cannot be retrieved
- ensuring the Academy Data Protection Policy is followed

Equipment

To ensure that the new systems are marked, the details of serial numbers, etc, logged and that the situation of each system will:

- ensure its continued safe and effective use
- fall within the terms of the Federation's insurance schemes

Software

The Academy uses hundreds of pieces of software in order to deliver its services, all of which are subject to their own licencing terms and conditions, which the Federation is bound to follow. Therefore all members of the team are to ensure:-

- That all software is installed strictly in accordance with licensing law, copyright law, and publishers licensing agreements

Classroom Support

The Academy's primary role is the education of its students; some courses require students to develop practical IT skill, which are akin to the skill sets of the IT Services Team. Therefore members of the team are to assist teaching staff in the delivery of specialist IT courses where technical skills are required

Other Duties

To assist in the provision of the department other responsibilities including but not limited to

- Copying of Media (Paper, Tapes, CDs DVDs)
- Taking Photographic and video records of Federation events
- To carry out other such duties as may reasonably be required by their Line Manager, Business Manager and/or Principal in accordance with the post holder's level of skill and experience
- To promote equal opportunities in the Academy
- To promote a single Federation ethos

Please note

This job description reflects the core activities of the role and as the Federation and the post-holder develop there will inevitably be changes in the emphasis of duties. It is expected that the post-holder recognise this and adopt a flexible approach to work and be willing to participate in training.

If changes to the job become significant, the job description should be reviewed formally by the post-holder and line manager.

Date JD was agreed:

06/09/2016

Person specification

Knowledge/skills
• A logical approach to problem solving
• Excellent organisational skills
• Ability to carry and move IT Equipment and Consumables including paper
• A knowledge of TCP/IP
• A knowledge of both wired and wireless networking
• A knowledge of AV Systems
• Good communication skills when dealing with problems with staff and students
• Ability to work at Height with ladders
• A knowledge of ITIL or Service Management principles
Experience
• Experience in managing Windows Computers
• Experience in maintaining printers and other computer peripherals
• Experience of any of the following would be an advantage: - ○ RM CC4 ○ VMware vSphere 4/5 ○ 3Com and HP Switching Products ○ Aerohive Wireless Networking ○ EMC and HP SAN Technologies ○ SIMS ○ Apple Mac OSX Server, Workstation and IPADs ○ Kayako helpdesk system or some other helpdesk system ○ Microsoft Exchange ○ HP Workstations and Laptops ○ WAN Technologies ○ Microsoft Installer Packages ○ Avaya ACM IP Telephony ○ Salto Access Control ○ IP CCTV
Personal characteristics/other requirements
• A self-starter who can work on their own initiative
• An ability to remain calm in a crisis
• Good time keeper with a flexible approach