

Job title:	Technical Consultant (Level 1)
Job ref:	HFL1281
Hours:	37 hours Monday to Friday only, 52 weeks per year (Term time plus will be considered)
Salary band:	Band 2/3: £16,000-£21,000 (dependant on experience) p.a. plus annual performance bonus
Contract:	Permanent
Reports to:	Technology Services Manager
Team:	ICT Team
Location:	4 days travelling to schools across Hertfordshire and 1 day at the Head Office, Stevenage.

Our company

Herts for Learning Ltd (HfL) is the UK's largest schools company. Developed from Hertfordshire Local Authority's education services, the company is now owned and accountable directly to schools, which hold 80% of the shares, and with Hertfordshire County Council (HCC) owning 20% of the shares.

HfL provides trusted, inspirational and collaborative teaching, learning, leadership and business support to schools and education settings in Hertfordshire and beyond. With our not-for-profit ethos at the heart of what we do, we are dedicated to raising standards and improving teaching and learning, we work closely with schools to ensure that our products and services meet their continually changing needs.

Job context

Due to our expanding customer base there is a need to increase our provision of onsite support in schools.

Purpose of the job

- Provide onsite technical support.
- Provide advice and guidance on procurement of hardware, software and licenses.
- Liaise with the school's account manager on current issues.
- Liaise with 3rd party vendors as and when required
- Work alongside our internal Service Desk to resolve technical issues.

Main areas of responsibility

To deliver the onsite support element of our managed ICT service to schools, including:

- Maintenance and support of ICT equipment including Microsoft Windows, Apple iOS, Google devices
- Setup and build of workstations/laptops/tablets to company standard configuration
- Installation and configuration of software, drivers, printers etc.
- Basic administration of Office365
- Maintenance and troubleshooting of Audio-Visual equipment – interactive whiteboards, projectors, smart TVs, digital signage etc.

Your main responsibility will be to provide regular visits to schools to maintain their ICT systems. Working on school premises, you will be expected to troubleshoot technical issues. This role supports schools, academies and other settings, as such post holders are expected to take the majority of their annual leave during Hertfordshire school holiday periods.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary.

Equal Opportunities

HfL is committed to the aim of ensuring that everyone who applies to work for us receives fair treatment and we positively encourage applications from suitably qualified and eligible candidates regardless of age, disability, race, sex, gender reassignment, sexual orientation, religion or belief, marriage and civil partnership and caring status. We expect all our staff to demonstrate a commitment to advancing equality of opportunity and fostering good relations.

Disclosure and Barring Service

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

Health and safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Intellectual property rights

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.

Person specification

Please provide a supporting statement outlining why you are applying and how you meet the criteria below;

Knowledge / Experience of

- Windows operating systems up to and including Windows 10/Server 2012R2
- Client server networks
- Antivirus software
- Wireless technologies
- Apple iOS
- Network hardware – switches, cables etc.

Knowledge of school's systems (RM CC4, MS Office 365, Capita SIMS etc.) would be advantageous.

Skills and abilities

- Full UK driving licence and your own car that you will insure for business purposes.
- Have an approachable manner, be professional, organised and methodical and be able to manage and prioritise their own workload whilst remaining calm under pressure.
- Excellent communication skills (verbal and written).
- Excellent customer service skills.
- Ability to work using your own initiative or as part of a team.
- Problem solving and troubleshooting skills.

Training will be provided as part of your extensive induction programme and once you are out in schools, support is provided by our Service Desk. As you will predominantly be working alone, this role will suit a candidate who is eager to learn and able to work under their own initiative.

For an informal discussion regarding the role, please contact Daniel Cowan (Daniel.Cowan@hertsforlearning.co.uk) or Lewis Richardson (Lewis.Richardson@hertsforlearning.co.uk).

APPLICATION PROCESS

Please download and complete the HfL application form along with the supporting statement, explaining how you meet the requirements of the job outline and person specification. We would also love to hear why you are interested in becoming part of the HfL team.

To submit the application or to discuss any recruitment queries please email hfl.recruitment@hertsforlearning.co.uk or contact our Central Recruitment Team on 01438 843465.

Closing Date: Thursday 7th March 2019 at midnight

Telephone Interview Date: Tuesday 12th March 2019

***Interview Day:** Friday 15th March 2019

***In the event you are shortlisted, please ensure you are available for the Interview date stated above.**