

Job title:	Technical Service Desk Analyst – 3 rd Line
Job ref:	HFL1289
Hours:	37 hours per week, 52 weeks per year (Mon – Fri between 8am and 5pm)
Salary band:	Band 5 - £30,000 - £35,000 p.a. (dependant on experience)
Contract:	Permanent
Reports to:	ICT Service Desk Manager
Team:	ICT Services Team – Service Desk
Location:	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 Service Desk support in schools.

Purpose of the job

To be part of an enthusiastic and dedicated Service Desk team who are committed to providing a high level of service to our customers.

Respond to and resolve support requests within the relevant Service Levels.

Main areas of responsibility

- To provide IT support to ICT Services customers via telephone, email and the ICT Service Desk Portal. Work to a very high standard to achieve SLA/KPI benchmarks
- Maintain and update ICT Service Desk ITSM, adhering to our policies and procedures and keeping the end user up to date at all times
- Creation and upkeep of all relevant documentation

- Support and mentoring for two 1st and 2nd Line colleagues in a busy environment - with an average of 60 tickets per day
- Be the escalation point for complex technical issues and problems for customers.

Training will be provided, however previous relevant experience will be required of working in a senior IT support position demonstrating excellent customer service skills.

This role supports schools and academies, and 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:

- Organised and self-motivated with an ability to multi-task as required
- A team player is essential
- Willing to investigate and learn new technologies, including keeping up to date with current solutions

- Willing to learn new skills and take on new responsibilities as required
- Pro-active, can-do attitude
- Able to work under pressure in a demanding environment with minimum supervision
- Mentoring, training and support of junior colleagues
- The following technologies are used by the schools we support so knowledge and experience of the following would be useful:
 - Microsoft server and desktop (installation, configuration and support)
 - Server and workstation hardware (including virtualisation)
 - Networking (LAN switching and routing)
 - Cloud technologies (O365, Google for Education, backup)

Skills and abilities

- Excellent communication skills both written and oral, with a professional, friendly telephone manner
- Excellent listening, coaching and problem solving skills
- Excellent organisational and logistical skills
- Very good administrative abilities to log activities accurately in a timely manner
- Ability to handle high volume of work / challenging situations
- Good working knowledge of the technologies mentioned above in Knowledge / Experience of.
- ITIL awareness
- ITIL Qualification (desirable)
- Some experience of supporting the installation of the Capita Sims software (desirable)
- Technical qualifications (desirable)

For an informal discussion regarding the role, please contact Jenny Collins on 01438 844 897 or email jenny.collins@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 Recruitment Team on 01438 843465.

Closing Date: **Wednesday 29th May 2019 at midnight**

Telephone Interview Date: **Wednesday 5th June 2019**

***Interview Day:** **Monday 10th June 2019**

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