Job Outline

Job title: Corporate ICT Support Technician

Job ref: HFL1370

Hours: 37 per week

Salary band: Band 3: Up to £22,000 p.a (plus excellent benefits)

Contract: Permanent

Reports to: Corporate ICT Manager

Team: Corporate ICT

Location: Hertfordshire.
Currently remote due to Covid-19. Post Covid-19 lockdown restrictions there will be an opportunity to work up to 2 days in the Head Office – Stevenage.

Our company

Herts for Learning (HfL) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HfL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

Job context and Purpose

The Corporate ICT team provide a high level of service to the diverse needs of 450 employees whilst supporting and implementing companywide projects.

The Corporate ICT Support Technician, reporting to the Corporate ICT Manager, is a core part of the team and will be the first point of contact in Service Delivery to all employees. The role holder will ensure we continue to deliver a timely service to our internal clients (the staff at HfL) and to external partners that we have contact with on a day to day basis, whilst allowing someone to develop their own career.

Main areas of responsibility

- To provide 1st line support on day to day IT related issues and projects work as required including moving of equipment, for HfL staff via telephone, email and the ITSM system.

- To provide support for IT related queries including: telephony, printer, email, hardware and software issues for both Windows and Apple systems (laptops/iPads).
- Owning the IT Induction process.
- Onboarding and offboarding of new hires to our software and systems
- Deployment, management and asset tracking of laptops and other IT equipment
- Managing requests and tickets using our ITSM ticketing system, responding and resolving in line with our team's SLAs
- Building our knowledge base, IT induction, creating user documentation and developing our self-service capabilities
- To assist in maintaining IT related policies and procedures including awareness of security protocols,
- To assist maintaining the Core/in-house systems

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, particularly in light of the current Covid-19 situation.

Person specification

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

Knowledge/ experience of:

- Qualification in IT or related field and/or 2 years' experience in an IT support role
- Knowledge/experience with Microsoft Systems and SaaS administration and support
- Understanding of network infrastructure and protocols (Wireless, LAN, WAN, VPN)
- Problem solving and troubleshooting skills for Android devices
- Strong customer service mindset and experience
- Demonstrated aptitude for continuous learning and innovative thinking
- Ability to work independently with little direction, and also in a team environment
- An awareness of information security best practices
- Microsoft or equivalent qualifications (desirable)

Skills and Behaviours:

- To be positive and proactive and able to work in a busy and supportive environment with the ability to keep calm under pressure
- Strong written, oral and interpersonal skills with a demonstrated ability to build a rapport with internal staff
- Ability and willingness to provide occasional support off-hours when necessary
- Holds a keen interest in IT

- Positive and effective listener
- Ability to maintain attention to details and remain organised and self-motivated
- Excellent timekeeping
- Have an approachable manner and able to build effective relationships

Equal Opportunities

HfL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HfL is also equally committed to becoming an anti-racist organisation and we encourage you to view our Black Lives Matter statement which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

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.

Herts for Learning

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APPLICATION PROCESS

For an informal discussion regarding the role, please contact Gary Hounslow, via email at gary.hounslow@hertsforlearning.co.uk, who would be happy to chat to you.

To apply, 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.

As part of our move towards eradicating unconscious bias within the recruitment process, we ask that you follow the guidance stated in the application forms and submit these in a word format to enable your application to be anonymised.

To help HfL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HfL equal opportunities form. This will not be stored with your application and will only be utilised by HR.

To submit your application or to discuss any recruitment queries please email our Central Recruitment Team on hfl.recruitment@hertsforlearning.co.uk or 01438 544439.

Closing Date: Monday 21st June 2021 at midday

***Interview Date: Tuesday 29th and Wednesday 30th June 2021**

*Please note that the interviews will be taking place remotely.