



JOB DESCRIPTION

POST TITLE:	2 nd and 3 rd Line Support Manager
GRADE:	PO4
SERVICE AREA:	People
TEAM:	Learning and Culture / School ICT
REPORTS TO:	IT Infrastructure Manager
MANAGES/SUPERVISES:	2 nd and 3 rd Line Support Engineer Senior ICT Support Engineer x4

PRIMARY JOB FUNCTION

To provide remote and onsite third-line desktop, server and network support to schools and other education settings, carrying out diagnosis and investigations and liaising with colleagues and clients to resolve incidents.

To lead the team providing remote technical support for schools and other education settings to ensure that a responsive, effective service is provided to clients alongside the team of Senior ICT Support Engineers.

To monitor day-to-day ICT technical support in partner schools, working closely with the Operations Manager to ensure the service is delivered to a high standard.

To participate in the planning, implementation and supervision of workstation, server, and network installations and projects.

Work with colleagues across the School ICT Support Partnership to ensure ICT functions effectively to promote high-quality teaching, learning, management and administration in each setting.

To provide cover for coordination of the team of field engineers to ensure that SLA targets are met.

DUTIES AND RESPONSIBILITIES

1. Be the second highest point of escalation within the department to diagnose, investigate and resolve server, networking, software and hardware issues on a day-to-day basis.
2. To work with the IT Infrastructure Manager to manage all aspects of the design, installation and maintenance of school network environments, primarily based on vanilla Windows networks but also incorporating a small number of RM CC4 and Apple OSX client/server environments.
3. Manage the workflow in the remote support queue to ensure that the engineers are prioritising tasks effectively and completing them to expected standards in a timely manner, with due regard to the ITIL principles of ICT service management and delivery.



4. To line manage the team of Senior ICT Support Engineers and 2nd and 3rd Line Support Engineers, ensuring a high quality of support at secondary schools' sites and other educational settings. Actively work in conjunction with MIS Support & Helpdesk Manager to develop effective workflows between the helpdesk and on-site team.
5. To be the primary technical point of contact, liaison and escalation with secondary schools within the ICT Service Focussed Partnership.
6. To lead the planning and delivery of ICT infrastructure upgrades and other projects in supported schools, including allocation of resources, creating quotations for clients, scheduling and client sign-off.
7. To support the day-to-day support for cloud services, including Google Workspace and Office 365.
8. To ensure essential services such as backup and antivirus are in place and working for all supported schools.
9. To ensure that proactive maintenance and regular security updates are carried out for all supported environments.
10. To produce and maintain accurate records and technical documentation.
11. Contribute to the development and maintenance of a knowledge base to support issue resolution, producing documentation for other members of the team to follow as required.
12. Develop effective working relationships with key contacts in each school, ensuring good communication at all times.
13. To provide concise and accurate instructions and procedures, providing training and other support to assist with the transfer of knowledge.
14. Liaise with support partners and third-party suppliers as required, maintaining good working relationships at all times to secure high-quality service provision.
15. To undertake other duties commensurate to the grade of the post.
16. To take responsibility for promoting and safeguarding the welfare of children and young persons whom you come into contact with.

ADDITIONAL:

- The standard helpdesk hours are 8:00am to 5pm Monday to Friday. You will be required to work as directed within these hours according to the needs of the service. In addition, you will be required to participate in monthly out-of-hours maintenance tasks and ad hoc out of hours work (evening / weekend as agreed), with appropriate time of in lieu
- Due to the nature of the service, demand for support is concentrated in school term-time periods. Therefore, the postholder will be required to take the majority of their annual leave during school holiday periods. There will be no leave granted the first two weeks of the academic year, except in exceptional circumstances, agreed in advance by the Service Manager
- To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner
- To achieve agreed service outcomes and outputs and personal appraisal targets, as agreed by the line manager
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post-holder
- To carry out duties and responsibilities in accordance with the council's commitment to customer service excellence and ensure compliance with the customer care standards
- To be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way duties are carried out
- To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation
- To carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation
- At all times to carry out responsibilities/duties within the framework of the Council's Dignity for All Policy (Equal Opportunities Policy)

Post holder Declaration

Name:	
Signed:	
Date:	



PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job. It has been used to draw up the advert and will also be used in the short-listing and interview process for this post.

You should demonstrate on your **application form** how you meet each of the following essential criteria. Please ensure that your address each one of the criteria as this will be used to assess your suitability for the post.

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REQUIREMENTS

EDUCATION and EXPERIENCE

W1	Extensive experience in installing, supporting and maintaining physical and virtual servers based on Windows Server 2008 and later Windows Server operating systems	A/I
W2	Experience of technically complex problem-solving and fault resolution working as a third-line engineer	A/I
KNOWLEDGE, SKILLS and ABILITY		
E3	Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people	A/I
E4	Ability to configure, maintain and troubleshoot layer 2 and 3 switching and routing, working with HP ProCurve and Cisco devices	A/T
E5	Ability to design and configure IP addressing, subnetting, VLANs and access control lists	A/T
E6	Ability to implement and support virtual server environments based on Hyper-V or VMware platforms	A/T
E7	Ability to administer DHCP, DNS, Active Directory and Group Policy	A/T
E8	Knowledge of security best practices and the ability to deal appropriately with the current threat landscape	A/I
E9	Ability to support and configure cloud services such as Google Workspace and Office365	A/I
E10	Ability to support mobile devices across a range of operating systems, such as iOS, Chrome OS, Android and Windows 10S	A/I
E11	Knowledge or past experience with managed wireless systems	A/I
E12	Ability to support LGfL-provided services to schools, including broadband, web filtering, and email	A/I
E13	Knowledge and ability to work to ITIL / FITS service management principles	A/I
E14	Ability to configure and monitor alerts and notifications	A/I
E15	Ability to create and maintain effective documentation on processes and procedures	A/I



E16	Sound understanding of the school context and the effect this has on the requirements for support	A/I
E17	Ability to support a variety of appropriate local and remote backup solutions	A/T
E18	Ability to work on own initiative and to take responsibility appropriate to the level of the post	A/I
E19	Good communication skills, both written and oral, with good attention to detail	A/I/T
E20	Ability to prioritise workload to meet SLA targets and other deadlines	A/T
COMMITMENT TO EQUAL OPPORTUNITIES		
E21	Ability to adhere to the Council's Dignity for All policy	I
SPECIAL REQUIREMENTS FOR THE POST		
E22	This role will require you to obtain an Enhanced satisfactory clearance from the Disclosure and Barring Service, formally known as the Criminal Records Bureau (CRB) Disclosure.	
E=Essential W=Weighted		
Assessed by: A=Application I=Interview T=Test		