



Helping Schools
take control of ICTTM

Technical Support Specialist

Job Description and Person Specification

Role Profile

<u>Job Title:</u>	Technical Support Specialist
<u>Department:</u>	Technical
<u>Grade Range/Salary:</u>	£23,175 – £26,883
<u>Hours:</u>	40 hours per week (full time position) including 1 hour for lunch per day
<u>Package:</u>	28 days holiday per annum (inc 8 statutory days)
<u>Location:</u>	Croydon and Offsite
<u>Reports to:</u>	Regional Manager
<u>Responsible for:</u>	N/A
<u>Role Purpose:</u>	The main focus of this position is to provide technical support to schools curriculum systems and training and consultancy to the school, as well as project management.

Specification

<u>Special Requirements:</u>	RM Technician Certification essential within probationary period
	At least 1 relevant MCP Qualification
	Full UK Driving Licence
	Satisfactory enhanced CRB check before employment commences
	Broadband internet connection at home
	Eagerness to learn and develop

<u>Essential Knowledge:</u>	Microsoft Windows XP Professional
	Microsoft Windows Server 2003
	Microsoft networking technologies
	Backup technologies
	Antivirus systems
	Server and Computer Hardware
	Relevant current technologies
	A basic understanding of government initiatives in regards to ICT in the Education Sector

<u>Essential Skills and Abilities:</u>	Excellent customer service & interpersonal skills
	Professional telephone manner
	Ability to work both as part of a team or on own initiative
	Ability to learn on the job and to work under pressure
	Good time management
	Attention to detail
	Logical troubleshooting
	Ability to supervise other staff
	Ability to write reports and documentation

Essential Experience:

At least 3 years supporting and administering a Microsoft Windows Server 2003/XP Pro network

At least 1 year supervising one or more staff

Microsoft TCP/IP, DNS, DHCP

Networking infrastructure - cabling, routers, managed switches

Microsoft Office applications

NT Backup, Veritas/Symantec BackupExec

Symantec and Sophos enterprise antivirus products

1st or 2nd line Helpdesk experience

Desirable Knowledge:

ITIL and/or Becta FITS

A basic understanding of current Government educational strategy

Educational software and hardware

Virtual Learning Environments

Desirable Skills and Abilities:

Procedures and work instructions writing

Desirable Experience:

3rd line Helpdesk experience

Supporting and administering Microsoft Networks in an educational environment

RM CC3/CC4 or Viglen Classlink

Inventories/Asset Management

Change Management

Promethean & Smart Interactive whiteboards

Multimedia projectors

Key Accountabilities

Key Accountabilities of Role Key Elements of Accountabilities

Helpdesk Support:

- Acting as 2nd line support to the Helpdesk and liaising with other Technical Support Specialists to resolve faults
- Escalating major support issues to Helpdesk Manager (Technical Services Regional Manager)
- Escalate unresolved support issues to third parties
- Resolving and closing 2nd line support calls where possible
- Updating progress on 2nd line support calls to customers

Training and Consultancy

- Deliver internal training on any specialist skill or knowledge
- Provide procurement advice to schools from the Matrix recommended products list
- Escalate advanced procurement requests to Technical Services Regional Manager

New School Procedures

- Onsite co-ordination of inventory and initial assessment
- Supervise ICT Technician for initial onsite support visits and handover
- Carry out first OSTs visit procedure
- Liaise with Technical Services Regional Manager to ensure proper completion of inventory and produce initial assessment report.
- Onsite co-ordination of remedial work completion as per 'project management' below

Project Management:

- Liaise with the school and Technical Services Regional Manager
- Onsite co-ordination of small and medium projects
- Assign duties to ICT Technicians and over see work
- Perform advanced software installations
- Perform advanced hardware installations

Human Resources

- Be shadowed by ICT Technicians
- Supervise ICT Technicians
- Sign off competences of ICT Technicians
- Report progress to Technical Services Regional Manager

Quality Control

- Staying informed of relevant current technologies
- Liaising with your Technical Services Regional Manager to resolve complaints and non-conformities
- Report any issues and exceptional standards of work to your Technical Services Regional Manager
- Writing and Updating Procedures and Work Instructions

Other

- Undertake other such duties as Matrix consider appropriate
- Fulfil all roles and responsibilities of anyone subordinate to you in the Technical Department