



Helping Schools
take control of ICT™

Technical Support Specialist
(West London & Surrounding Areas)

Job Description and Person Specification

Role Profile

<u>Job Title:</u>	Technical Support Specialist (On-site)
<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>	West London & surrounding areas (inc. all London Boroughs)
<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

Key Values

Passionate
Experienced
Competent
Friendly
Helpful
Inspired to want to develop
Positive
Honest
Trustworthy

Essential Knowledge:

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

Essential Skills and Abilities:

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

Special Requirements:

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

Key Accountabilities

Key Accountabilities of Role

Key Elements of Accountabilities

Onsite Support Visits

- Carry out regular technical onsite support visits supervised by Regional Manager
- Train on-site ICT contact on basic troubleshooting and proactive maintenance tasks
- Escalate unresolved support issues to Technical Services Regional Manager
- Escalate unresolved support issues to third parties as instructed by Technical Services Regional Manager/Technical Support Specialist
 - Progressing escalated calls with third parties
 - Complete site visit reports after each site visit
- Escalate any requests for advice (procurement or strategic) to Technical Services Regional Manager/Technical Support Specialists

Helpdesk Support:

- Acting as 1st – 3rd 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 1st – 3rd line support calls where possible
- Updating progress on 1st – 3rd 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