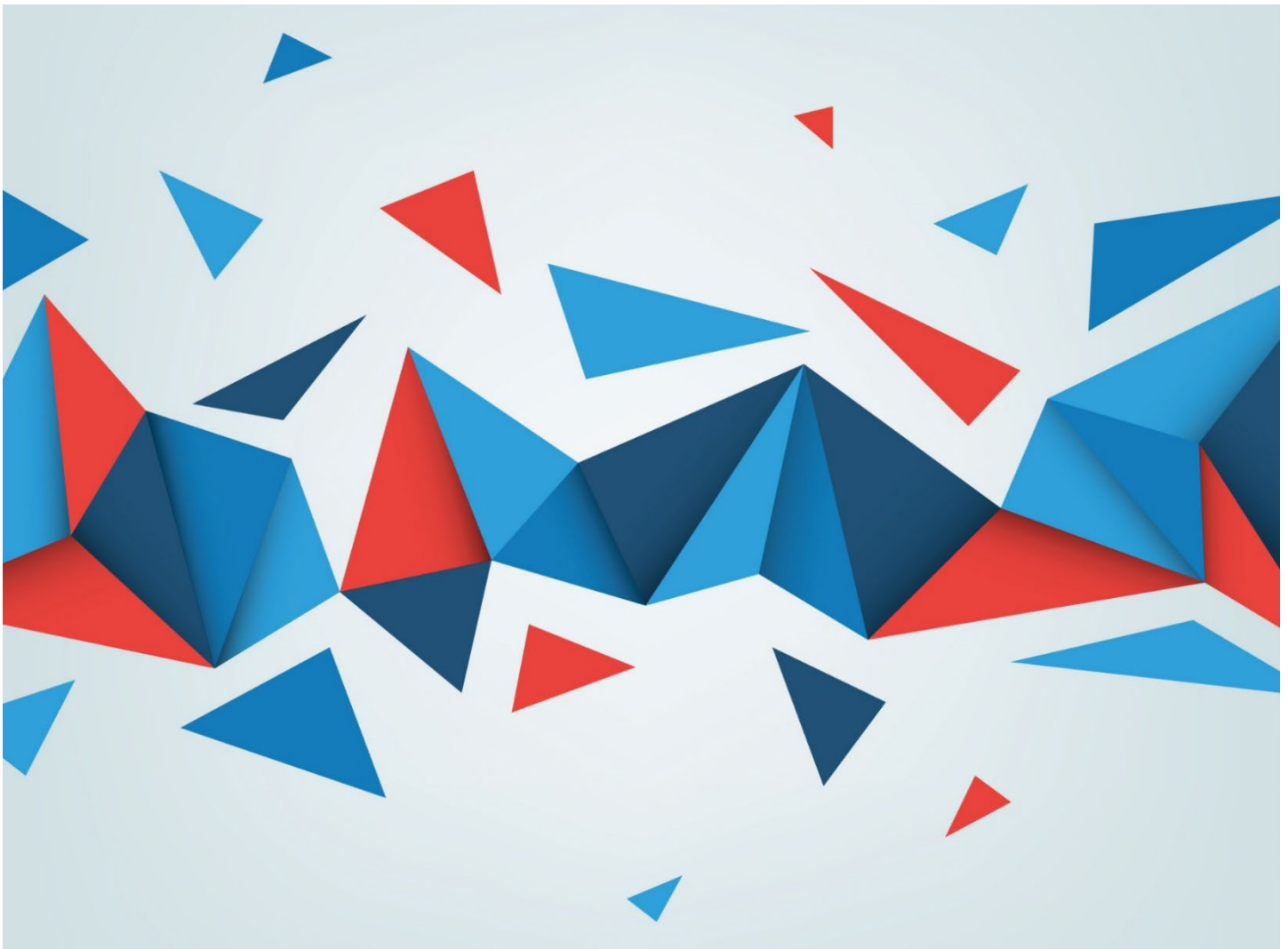




IT Systems & Support Limited
Job Description – IT Systems Support Technician
Job Reference - ITS008 – V1.00



Foreword

IT Systems & Support Limited is a vibrant and forward thinking company which is dedicated to providing high quality, total IT solutions exclusively for the education sector.

We are based in Darlington and provide a variety of services to our supported clients which include on-site, remote and web based support as well as being an Internet Service Provider (ISP) exclusively for Education. Our belief and ethos is to free organisations from the day-to-day management of IT solutions, enabling them to concentrate and excel in delivering the curriculum. Our remit is to support schools enabling them to raise standards of achievement and to improve the quality of teaching and learning.

As a company we believe in long-term partnerships whilst developing relationships and trust with our customers. IT Systems & Support are proactive enablers for driving forward IT and tailoring it to the specific needs and requirements, encapsulating all aspects of our supported service. We create and share information, develop digital resources and help to improve administrative efficiency through the use of Information Technology.

Version Information

Document Title:	Job Description – IT Systems Support Technician
Document Owner:	Mr John Agar - IT Systems & Support Limited
Audience:	Directors, Employees
Distribution:	Recruitment
Version Number:	ITS008 – v1.00
Date:	1 st October 2017

Post Title:	IT Systems Support Technician
Grade:	ITSSL Grade 3 £20,236.00 to 22,444.00 (review after six months)
Job Share:	This post is not eligible for Job Share.
Reporting Relationship:	Managing Director / Technical Director.
Job Purpose:	The applicant will play an important role within IT Systems & Support Limited who deliver an effective and strategic operation of schools IT provision. This will be achieved by providing support and technical assistance within IT Systems, so to enhance the services the company provides.

Main Duties / Responsibilities

- The IT Systems Support Technician has a key role to play in allowing teachers to teach, therefore raising standards with the classroom.
- The IT Systems Support Technician will primarily be responsible for the smooth running of the hardware and software resources within their Primary Managed Service Site(s), Secondary Managed Service Sites via Designation or any other schools under his / her remit. This will involve responding to calls where assistance is required as well as making regular site visits as appropriate.
- IT Systems Support Technician will be required to attend training courses and technical support seminars to keep at the forefront of technical developments.
- The IT Systems Support Technician will liaise with a variety of education IT Suppliers so to maintain high standards of support within establishments.
- IT Systems Support Technician will be required to report on the functionality of hardware and software in schools so maintaining effective management of their Primary and Secondary Managed Service sites, as well any other, under his /her remit as well as non-managed sites.

Specific Duties and Responsibilities

- To provide hardware and software support for Primary and Secondary Managed Service sites as well as other schools under his / her remit as well as and non-managed service sites, under the direction of the Technical Director or the Managing Director as required.
- To work with both staff and pupils to develop, maintain and administer the relevant schools network and internal systems.
- Troubleshooting, installing and updating desktop PC hardware, software, printers, scanners, phones and other peripherals.
- Administration of anti-virus updates and directed responsibility for IT Systems & Support network security.
- Administer and maintain end user accounts, permissions and access rights, or as designated to IT Systems Helpdesk personnel.
- Provide telephone and desktop support to Primary and Secondary Managed Service Sites as well as non-managed sites as appropriate.

- Forecasting any needed improvements, budgeting for and implementing any changes in line with the Technical Director and the Managing Director as required.
- Manage all network hardware and equipment included as part of a Managed Service Site or a schools network system.
- Support schools systems in line with IT Systems published SLA and Service Standards for Support.
- Ensure network connectivity of all workstations and supported systems.
- To complete administration tasks in accordance with the IT Systems & Support Limited so to ensure the effective discharge of the above duties.
- Attend and participate in regular meetings and provide effective feedback on IT Systems and school developments and issues.
- Participate in training and other learning activities and performance development as required.
- To support the provision in aspects of, Internet Filtering in line with national and school based safeguarding, Network Security and systems in support of recognised standards and processes.

Skills / Attributes Required

- Previous experience with a minimum of 2 years in a similar role.
- Ensure that the core value of customer services and customer satisfaction is at the forefront of your practice
- Demonstrate a meticulous attention to detail in troubleshooting, problem-solving, issue analysis and bringing support calls to a positive resolve.
- Possess a high level of professional diligence.
- A natural ability to take ownership of your work; to take responsibility to lead, direct and take action.
- An appropriate IT Qualification.
- Good working knowledge of the latest Desktop and Server Operating Systems
- Understanding of Active Directory and Group Policy Management
- Understanding of MS Exchange Server and associated technologies
- Experience with DNS, DHCP and Terminal Services
- Knowledge of WAN / LAN/ Wireless / TCP/IP
- Understanding of backup solutions and principles
- Hands on knowledge of the procedures used in the installation, modification maintenance and repair of IT hardware and software.
- Understanding of virtualisation technologies
- Understanding and experience of Cloud productivity systems such as Microsoft Office 365 and Google G-Suite.

Additional Requirements

- Contribute to the overall ethos / work / aims of IT Systems & Support Limited and play an active role within the development of the company
- Appreciate and support the role of other professionals as part of this post.
- Comply with health and safety policy and systems, report any incidents / accidents / hazards and take pro-active approach to health and safety in order to protect yourself and others.
- Any other duties of a similar nature related to the post which may be required from time to time.
- To be aware of and comply with policies and procedures relating to child protection, confidentiality, reporting all concerns to an appropriate person.

Person Specification: ITS008

Essential Attributes

	Criteria Number	Attribute	Stage Identifier
Qualifications & Education	E1	<ul style="list-style-type: none"> • Good Numeracy & Literacy Skills. 	A/I/C/R
	E2	<ul style="list-style-type: none"> • A recognised educational or vocational qualification. 	A/I/C/R
	E3	<ul style="list-style-type: none"> • ICT Qualification. 	A/I/C/R
Experience & Knowledge	E4	<ul style="list-style-type: none"> • An understanding of network technologies including TCP/IP 	A/I/T/C/R
	E5	<ul style="list-style-type: none"> • Experience of Microsoft Desktop and Server products 	A/I/R
	E6	<ul style="list-style-type: none"> • Minimum of 2 years' experience within a similar role. 	A/I/R
	E7	<ul style="list-style-type: none"> • Experience of Cloud productivity systems (Google Workplace, Microsoft 365) 	A/I/R
Skills	E8	<ul style="list-style-type: none"> • High level of quality customer service 	A/I/R
	E9	<ul style="list-style-type: none"> • Demonstrable meticulous attention to detail 	A/I/R
	E10	<ul style="list-style-type: none"> • High level of professional diligence 	A/I/R
	E11	<ul style="list-style-type: none"> • Ability to take ownership of one's duties and work 	A/I/R
	E12	<ul style="list-style-type: none"> • High level of interpersonal & communication Skills. 	I/R
	E13	<ul style="list-style-type: none"> • Ability to work under pressure, determine priorities and meet tight deadlines. 	A/I/R
	E14	<ul style="list-style-type: none"> • Ability to work both individually and as part of a team 	A/I/R
	E15	<ul style="list-style-type: none"> • Ability to manage change in a rapidly developing environment 	A/I/R
Personal Attributes	E16	<ul style="list-style-type: none"> • Flexible approach to working patterns to meet the needs of IT Systems & Support Limited. 	I/R
	E17	<ul style="list-style-type: none"> • Committed and conscientious approach to work and projects. 	I/R
	E18	<ul style="list-style-type: none"> • Integrity, initiative and innovative. 	I/R
	E19	<ul style="list-style-type: none"> • Commitment to embrace the ethos, core values and philosophy of IT Systems & Support Limited. 	I

Person Specification: ITS008

Desirable Attributes

	Criteria Number	Attribute	Stage Identifier
Qualifications & Education	D1	<ul style="list-style-type: none"> NVQ Level 2 or equivalent in a relevant ICT Relevant subject 	A/I/C/R
	D2	<ul style="list-style-type: none"> CCNA Routing & Switching, Security or equivalent qualification or certification 	A/I/C/R
	D3	<ul style="list-style-type: none"> Accreditation in Cloud productivity systems (Google / Microsoft) 	A/I/C/R
	D4	<ul style="list-style-type: none"> Accreditation in customer service 	A/I/C/R
Experience & Knowledge	D5	<ul style="list-style-type: none"> Knowledge of Projectors, Touch Displays or Interactive Technologies. 	A/I/R
	D6	<ul style="list-style-type: none"> Experience of virtualisation technologies 	A/I/R

Key – Stage Identifier

A	Application Form
C	Certificates
T	Tests
P	Presentation
I	Interview
R	References

PLEASE NOTE THAT SUCCESSFUL APPLICANTS WILL BE REQUIRED TO COMPLY WITH ALL IT SYSTEMS & SUPPORT POLICIES, INCLUDING THE NO SMOKING POLICY.

THIS POST IS SUBJECT TO ENHANCED DISCLOSURE AND RELEVANT VETTING CHECKS WILL BE TAKEN BEFORE AN APPOINTMENT IS MADE, THESE WILL ALSO BE SUBJECT TO RECHECKING AS APPROPRIATE.

Content and specification within this and other documents are subject to change without notice please contact IT Systems & Support Limited for clarification on any aspect as required