

**Part A - Grade & Structure Information**

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| **Job Family Code** | **6RT** | **Role Title** | **ICT Service Desk Engineer** |
| **Grade** | **P6** | **Reports to (role title)** | **ICT Support Team Leader** |
| **JE Band** | **192-227** | **School** | **The Howard Partnership Trust** |
| **Date Role Profile created** | **March 2019** |
| **Part B - Job Family Description**  The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. THPT reserves the right to review and amend the job families on a regular basis. | | | |
| **Role Purpose**  including key outputs | | Directly responsible to the ICT Support Team Leader.  Directly responsible for no other staff members, but to work as a member of the ICT support team across The Howard Partnership Trust (THPT).  To assist in supporting and maintaining the ICT infrastructure and systems for pupils and staff across THPT and its wider learning community.  To support the ICT provision for pupils and staff within THPT and its wider learning community.  To work as part of the ICT team sharing information, technical knowledge and project details to provide a comprehensive service.  Respond and resolve helpdesk requests in a timely manner within the defined SLA’s set.  •Acting as the first point of contact for all incidents, change requests and queries raised through the ICT Helpdesk, liaising  with Support Team Leaders to ensure good communication between the ICT team and staff  •Promptly resolve incidents and queries raised through the ICT Helpdesk, assigning when required to on-site Engineers and escalating high and urgent tickets where necessary  •Documenting solutions, creating canned responses and building a knowledge base crib sheets for users  •Perform routine tasks and system administration on school-based infrastructure according to THPT procedures. This includes creating, updating, and deleting user accounts in active directory, ensuring security and distribution list membership and user accounts for access to externally hosted applications  •Update ICT documentation including assets registers, software asset management records, user guides, ICT team procedures, password registers, etc.  •To install and upgrade software remotely in line with licence entitlements  •Liaise with 3rd Party support, assisting with diagnosis and solution of problems. Ensure security and controls are followed and promoted across the Trust  •Support aims and ethos of THPT, setting a good example in terms of dress, behaviour, punctuality and attendance  •Maintain confidentiality in and outside the workplace with particular regard to data on the partnerships computer systems  •Be pro-active in matters relating to health and safety | |
| **THPT Work Context and Generic Responsibilities** | | •Maintain confidentiality in and outside of the workplace  •Be pro-active in matters relating to health and safety and report accidents as required  •Support aims and ethos of the school setting a good example in terms of dress, behaviour, punctuality and behaviour, punctuality and attendance | |
| **Line management responsibility**  if applicable | | N/A | |
| **Budget responsibility**  if applicable | | N/A | |
| **Representative Accountabilities** Typical accountabilities in roles at this level in this job family | | Planning & Organising  • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.  Policy and Compliance  • Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained.  People & partnerships  • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers.  • Guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained.  Resources  • May assist in the management of a small budget or recovery of income.  Analysis, Reporting & Documentation  • Collate data, prepare reports/statistics to meet statutory/management information requirements.  • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team.  • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team’s objectives.  Duties for all Values: To uphold the values and behaviours of the organisation.  Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.  Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others. To have regard to and comply with safeguarding policy and procedure as appropriate. | |
| **Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics** | | * Good knowledge of Microsoft operating systems including Windows 10 * Working knowledge of common user applications such as Microsoft Office, Adobe Reader, browsers etc. * Good knowledge of end user devices including PCs, laptops, iPads, tablets and mobile phones. * Knowledge of Educational tools and software is desirable * Basic knowledge of Mac OS is desirable. * Basic knowledge of networking, servers and virtual servers * Ability to prioritise and work to SLAs * Understanding of impact of Health & Safety and Data Protection legislation in the context of ICT systems desirable * Willingness and adaptability in tackling the variety of tasks arising in a school environment * Act in a professional manner * Able to work and communicate with staff and students * Willingness to learn new skills * Ability to use your initiative and work as part of a team * Ability to be accurate and methodical * Strong troubleshooting * Uphold and support THPT’s Policies and procedures on the Safeguarding of young people   • Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level.  • Willingness to undertake professional/vocational study where appropriate.  • Basic understanding of the relevant area of work.  • Good written and oral communication skills with the ability to build sound relationships with customers.  • Good IT skills including database management systems, email and MS Office .  • Ability to work with others to improve customer service.  • Good administrative, analytical and organisational skills.  • Able to prioritise and plan own workload in the context of  conflicting priorities and work on own initiative.  • A methodical approach to information gathering, recording and reporting.  • Typically previous relevant work experience in an environment supporting staff and/or public. | |
| **Details of the specific qualifications and/or experience if required for the role in line**  **with the above description** | | The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS). THPT is committed to the safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. | |
| **Role Summary** | | Roles at this level typically work as part of a team to provide technical support and assistance within a given discipline and assist senior colleagues with their duties. They will carry out a range of technical administrative support or practical tasks using knowledge of general office routines and procedures, together with a broad understanding of the specific work of the service area. The work is within established processes and procedures and while it may not be subject to direct supervision, guidance is readily available. They will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day or week-to-week timescales, usually reacting to clear deadlines or processes. They support more senior staff by executing the detailed processes in specific aspects of the service area and will be fully versed in all the procedures of their specialism. | |

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