



Job Description

JOB TITLE IT Field Support Technician

JOB FAMILY Technology

PHASE Central

HOURS Full time position

REPORTING TO

RESPONSIBLE FOR Not Applicable

Job Purpose

To provide customer focused support for Information Technology (IT) across all of The Thinking Schools Academy Trust and its academies and partners through maintenance of ICT software, hardware and related equipment, and providing support to our customers to ensure administration and learning outcomes are maximised, through the use of the principles of ICT best practice to agreed service levels

Duties and Responsibilities

Main Duties

- To provide detailed troubleshooting of issues affecting IT devices using both existing knowledge articles, and specialist knowledge
- To act as the trusted first-point of escalation for client device issues, analysing the information provided to resolve complex problems
- To create helpdesk tasks received in person, containing all the required information to aid effective issue resolution
- To triage, and progress helpdesk tasks for all customers based on defined priorities and provide comprehensive, detailed updates for actions taken to assist customers and colleagues
- To take ownership of issues, including unexpected issues that may arise whilst onsite, recoding all requests and interactions to provide an accurate record to aid timely resolutions
- To ensure all ICT systems and services and equipment are maintained to a high standard of reliability and operation and are continually maintained and updated following defined procedures



- To assist technicians in the solution focused response and resolution of issues and requests in a timely manner
- To create and update all IT asset information within the helpdesk ensuring records are accurate and correctly assigned
- To assist with management of client devices throughout their lifecycle selecting the relevant assessment and configuration management process
- To undertake repairs and maintenance of client devices with care and precision for devices beyond manufacturer support
- To use existing, and contribute to the development of, workflows and knowledge articles for both simple and complex troubleshooting
- To assist in the creation of user documentation and training guides, in line with Trust documentation standards
- To help and train customers to understand the applications and solutions available, both in person and online, to enable their effective use
- To install, relocate and remove IT equipment, including multiple large/bulky devices, and those of significant weight, to tight timescales
- To use appropriate materials, safety equipment and clothing when undertaking tasks, such as working at height, or with basements (training provided)
- To be approachable, engaging with customers, students, staff, directors, governors, guests, suppliers, and contractors, responding to a range of complex issues and requests
- To be proactive in your professional growth and development, using available resources to improve skills and knowledge
- To deal with customer comments and complaints, resolving them where possible, escalating as appropriate
- To be calm under pressure, and adjusting to changes in work priorities based on conflicting operation need, maintaining a positive customer engagement
- To work flexibly on a rota basis, and to be willing to support both pre-planned events and unforeseen ICT issues, or upgrades, which cannot be performed during normal working hours
- To maintain strict confidentiality both inside and outside the workplace, ensuring that all communication is clear and professional and complies with Trust policies
- To provide own vehicle for transportation within the service area

GDPR

- Ensure confidentiality of personal data at all times by sharing, processing, obtaining and advising on data in line with Trust Data Protection & ICT policies and procedures. Having due regard for the high level of personal and special category data processed within your role.



Generic Duties relevant to all members of Staff

Working with colleagues and other relevant professionals

- Communicate effectively with other staff members, customer and service users
- Collaborate and work with colleagues and other relevant professionals within and beyond the Trust
- Develop effective professional relationships with colleagues

Professional development

- Help keep their own knowledge and understanding relevant and up-to-date by reflecting on their own practice, liaising with their line manager and identifying relevant professional development to improve personal effectiveness
- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the Trust
- Take part in the Trusts appraisal and performance management procedures

Personal and professional conduct

- Uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside school
- Have proper and professional regard for the ethos, policies and practices of the Trust, and maintain high standards of attendance and punctuality
- Demonstrate positive attitudes, values and behaviours to develop and sustain effective relationships with the Trust community
- Respect individual differences and cultural diversity

The Trust

- The ethos of our Trust is “Transforming Life Chances”. All staff are expected to be committed to this aim in everything they do.
- It is expected that all staff work collaboratively as members of the Trust to share good practice, resources and ideas and realise the Trust’s visions and aims. All staff should act with professional integrity at all times, following the “Code of Conduct”.
- You will be based at TSAT Hub. However, you may be asked to work at any of the other Hubs within the Trust and you should expect to travel between sites as required.



Teaching and Learning

- This is our core business and therefore it is an absolute priority. You are expected to support all teaching staff, irrespective of seniority, to ensure they concentrate on the core business. This may mean undertaking tasks outside of your area of responsibility where required.

Customer Service

- At TSAT customer service is paramount to our way of work; All staff will be required to mirror our philosophy and take pride in offering a fantastic customer experience to all stakeholders modelled on our four Customer First Values - Trusted, Solution Focused, Approachable & Timely

ICT

- It is expected that all teaching and support staff follow the ICT Vision of the Trust.
- All staff will be expected to utilise ICT and to improve communication and reduce paper use. Security procedures must be followed when using ICT systems.
- All staff are expected to follow the procedures as laid out in the Trust's Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.

Health and Safety

- Employees are required to work in compliance with the Academy's Health & Safety Policies and under the Health and Safety At Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust.
- In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and health environments, including information, training and supervision necessary to accomplish those goals.

Safeguarding

- The Thinking Schools Academy Trust is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Thinking Schools Academy Trust. Any safeguarding or child protection



issues **must** be acted upon immediately by informing the Designated Safeguarding Lead.

Data Protection

- The Thinking Schools Academy Trust takes the responsibility of protecting and securing the data of Pupils, Staff, Parents and all associated individuals very seriously. The Trust requires all staff to complete data protection training and to adhere to its Data protection policies and procedures. All staff must ensure that if they suspect a data breach they must inform the Trust Data Protection officer immediately.

This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.

The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time to time. Any such duties should not however substantially change the general character of the post.

I understand and agree to the job description of IT Field Support Technician

Name:

Signed:

Date:

Personal Specification

E = Essential / D = Desirable



Experience Knowledge

Experience of Microsoft Windows client operating systems (i.e. Windows 7/8/10).	E
Experience of Microsoft Office applications (i.e. MS Word, Excel, PowerPoint, Outlook 2010/2013/2016).	E
Experience of Apple operating systems (i.e. IOS 6+, MacOS 10.8+).	E
Experience of printer and other peripheral installation, maintenance and troubleshooting.	E
Experience of classroom A/V and recording equipment (i.e. interactive projection, classroom video recording).	D
Experience of Microsoft Windows server operating systems (i.e. Windows Server 2008/2012/2016).	D
Experience of RM Community Connect 4 (CC4).	D
Experience of Linux OS (i.e. Debian, Ubuntu, Mint).	D
Experience of Management Information Systems (i.e. SIMS).	D
Experience of web-based content creation/management on CMS/VLE platforms (i.e. WordPress, Moodle).	D
Experience of Integrated Identification Systems (i.e. biometric print management, cashless catering).	D
Experience of troubleshooting issues with fixed and wireless network.	D
Experience of troubleshooting issues with IP telephony solutions.	D
Experience of/familiarity with operating system scripting (i.e. PowerShell, VBS, BAT, BASH, Python).	D
Experience of maintaining a range of end user devices in a customer facing environment (1+ years).	D
Familiarity of working in an educational context.	D

Skills/Abilities

Ability to develop, maintain, and review ICT services and systems to ensure that they are secure, reliable, performant, and suitable for use within the Trust, including the maintenance and storage of asset and configuration data.	E
Ability to create and maintain records for maintenance and support requests, and the associated resolutions to identify common issues or trends within ICT to minimise the reoccurrence of issues, through training and/or preventative maintenance.	E



Ability to maintain relationships with existing suppliers, for the procurement of ICT consumables and services.	E
Ability to create both technical and non-technical documentation using a range of software and tools, including, word-processing, spreadsheets, and presentation applications.	E
Ability to communicate both planned and unplanned emergency ICT maintenance to staff whose work may be impacted as a result of any ICT service downtime.	E
Qualifications and Training	
5+ GCSEs at grade A*-C or equivalent, including English and Mathematics.	D
Microsoft Certification (MCSE, MCSA, or MCITP).	D
Cisco Certification (CCNA).	D
ITIL Service Delivery Certification.	D
Attributes	
Ability to work under pressure to meet deadlines.	E
Excellent organisational and time management skills with the ability to use initiative and prioritise a wide-ranging workload with competing demands.	E
Excellent interpersonal skills – establishing relationships and maintaining contacts with people from a variety of backgrounds.	E
Ability to communicate effectively with patience and politeness with all contacts, from students to senior management, whether verbally or in writing.	E
Ability to work with and assist, both remotely, and if required in person (through travelling), all academies and partners within The Thinking Schools Academy Trust.	E
Full UK Driving License, with access to own transportation.	E
Self-motivated, proactive team player.	E
High level of accuracy and attention to detail.	E
A commitment to customer service.	E
A commitment to equality and diversity.	E