



THE THINKING SCHOOLS ACADEMY TRUST

Position: IT Customer Support Technician (1st Line)
Grade: D
Employed for: Full time — Rota based 37 hours per week (07:30 to 17:30 Term time)
Responsible to: TSAT IT Customer Support Engineer (2nd Line)

1. Purpose

- 1.1. To provide customer focused support for Information Technology (IT), and related, equipment and services throughout The Thinking Schools Academy Trust and its academies and partners.
- 1.2. To work constructively and proactively with other members of the Trust IT staff and third-party suppliers to ensure that ICT services are supported effectively and to a high standard for the benefit of teaching, learning, administration and management.
- 1.3. To implement the principles of ICT best practice, including the use of the IT Infrastructure Library (ITIL) Service Delivery Management concepts.
- 1.4. To deliver ICT systems, services and support to agreed service levels within the Trust, it's academies/partners and services.
- 1.5. To ensure that malfunctions, requests, projects and other IT activities are documented and recorded within the appropriate systems, to the agreed service level at all times.
- 1.6. To provide onsite support and training to staff, students and guests across The Thinking Schools Academy Trust and its academies and partners.

2. Job Description

- 2.1. To perform software and hardware installations, configuration, and troubleshooting on ICT systems, using the agreed tools and processes, with a focus on end-user, audio/visual devices and applications.
- 2.2. 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 the recommendations of the Trust/supplier/vendor.

- 2.3. To monitor and maintain IT consumables, replenishing as required to ensure sufficient stock levels are available to satisfy user needs.
- 2.4. To ensure an asset register for both hardware and software is maintained and updated for all ICT assets, including the scope and distribution of software licenses.
- 2.5. To produce documentation, both user and technical, in line with Trust documentation standards for end user devices and services.
- 2.6. To ensure that accurate records of ICT maintenance and support requests, and the associated outcomes or resolutions, are created and maintained, and a knowledge base of frequent resolutions is developed.
- 2.7. To provide training and assistance to staff, students and guests for supported ICT systems and services.
- 2.8. To ensure that all ICT procurements are undertaken within Trust procurement policies and represent value for money.
- 2.9. To work flexibly, when necessary in order to support unforeseen ICT issues, or upgrades, which cannot be performed during normal working hours, including support for planned after-school events.
- 2.10. To provide the initial point of contact for all IT issues, resolving or escalating issues as appropriate.
- 2.11. To maintain confidentiality both inside and outside the workplace, ensuring that all communication is clear and professional and complies with Trust policies.
- 2.12. To maintain strict confidentiality both inside and outside the workplace, ensuring that all communication is clear and professional and complies with Trust policies.

Additional Responsibilities

- 2.13. To undertake the role in a Trusted, Solution Focused, Approachable, and Timely manner to meet the delivery objectives of the department and wider Academy Trust.
- 2.14. To actively promote the Trust's Equal Opportunities Policy and observe the standard of conduct which prevents discrimination taking place.
- 2.15. Create, maintain and develop positive and effective working relationships both with and between students, colleagues, parents and carers, governors, Trust members and other stakeholders.
- 2.16. To fully comply with the Health and Safety at Work Act 1974, the Trust and School's Health and Safety Policy and all locally agreed safe methods of work.
- 2.17. To fully comply with the General Data Protection Regulations 2018 and the Data Protection Act 2018.

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.

Personal Specification

E = Essential / D = Desirable

2.18. 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

2.19. 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

2.20. Qualifications / 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

2.21. Additional 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

The job description will be reviewed at the end of the academic year or earlier if necessary. In addition, it may be amended at any time after consultation with you.

Two copies of this job description should be signed, the post holder retaining one and the HR department the other.

Generic Duties relevant to all members of staff

1.1 The Trust

The ethos of the Trust is included within the strapline “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”.

As a member of the Trust your role could be based at any of our schools within the Medway hub as well as TSAT central. However, you may be asked to work at any of the other academies within the Trust or partner schools and you should expect to travel between sites as required.

1.2 Teaching and Learning

This is our core business and therefore it is an absolute priority. Although this role is not a direct teaching role 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.

1.3 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 (and ensure students 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.

1.4 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.

1.5 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 Child Protection Officer.

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 and the HR Leader. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.

The job description will be reviewed at the end of the academic year or earlier if necessary. In addition, it may be amended at any time after consultation with you.

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