

# OUR LADY OF LOURDES CATHOLIC MULTI ACADEMY



## Job Description



**POST:** Helpdesk & SIMS Analyst

**RESPONSIBLE TO:** ICT Services Lead

**SALARY:** Scale 4 Starting £19,125 - £20,818 pay review pending  
Permanent, full time, full year.

**LOCATION:** Worcestershire (Based in Redditch)

**WORKING PATTERN:** 37.5 Hours per week **8am – 4pm Monday to Friday**

**DISCLOSURE LEVEL:** Enhanced

### JOB PURPOSE:

- To provide support and resolutions to users who call our central helpdesk, from one of our supported sites across a wide range of hardware and software issues.
- To provide advice and guidance to first line technicians when required in conjunction with 2<sup>nd</sup> line teams.
- To provide initial support on Capita SIMS issues and work with the 2<sup>nd</sup> Line Technician with responsibility for SIMS.
- To support the Lourdes IT holiday works programs.
- To support pupils and staff in the appropriate use of ICT, through advice or training.
- Ensure that the Lourdes IT team's ethos and values are promoted
- Actively support the Catholic Multi Academy ethos and policies, including the Catholic ethos of the Academy and safeguarding policies

### SPECIFIC RESPONSIBILITIES:

#### A. Helpdesk Analyst

- To be the primary contact on our central helpdesk, responding to calls, online chats and tickets submitted through the system.
- Resolving, escalating or assigning tickets as required to other team members.

#### B. SIMS Analyst

- Providing initial support to end users in a range of SIMS issues, including, but not limited to: staff and pupil records, assessment, timetabling, exams, cover.
- Provide support for statutory events each year, including deploying updates and patches via Solus
- Work with our external support team to resolve escalated issues.
- Provide training to relevant staff.

#### C. Health & Safety

- Follow relevant H&S procedures and raise awareness among staff, pupils and other users.

#### **D. Service Request Management**

- Make sure all requests for ICT Support, new projects/purchases or major changes are recorded on the helpdesk
- Investigate requests for support; record diagnostic information, retrieve details of similar requests and either resolve or escalate to the appropriate level.
- Respond to support requests according to department procedures, recording detailed diagnostic information and using appropriate knowledgebase/logs to inform diagnosis and resolution.
- Determine whether an immediate solution is both required and possible; ensure steps are taken to find a permanent solution if not immediately possible.
- Ensure that service requests are responded or fixed or escalated according to the targets outlined in the Service Level Agreement.

#### **E. Internal Support Arrangements & External Contracts**

- Liaise with the central service desk team, colleagues and external providers/manufacturers to facilitate in the resolution of service requests.

#### **F. Safeguarding children and young people**

Lourdes IT is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

This job description is not necessarily a comprehensive definition of the post and the post holder may be required to undertake other tasks appropriate to the level of appointment as the ICT Service Lead requires.

Issued by \_\_\_\_\_ Date \_\_\_\_\_

Received by \_\_\_\_\_ Date \_\_\_\_\_



# Help Desk & SIMS Analyst Person Specification

We strongly believe that ICT benefits whole school environments, and that new technology should be embraced and harnessed to deliver improved learning outcomes for pupils.

This role is part of a team who ensure that systems work correctly, that end users are supported when issues occur and trained to increase usage of our growing IT portfolio across the schools we support.

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Maths and English at a minimum of GCSE grade D or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>Hold a valid driving licence and have means of transport.</li> <li>Microsoft or other vendor accreditation or related qualification in IT</li> </ul>
<b>Experience, Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>Strong knowledge Windows 10</li> <li>Strong Knowledge of Office 2016 &amp; Office 365</li> <li>Prior SIMS experience (User or support)</li> <li>Enthusiastic approach to Customer Service</li> <li>Good technical skills</li> <li>Strongly task-driven/multi-tasking</li> <li>Sound problem analysis and problem-solving skills.</li> <li>Ability to identify and set key priorities.</li> <li>Ability to understand requirements for safeguarding users</li> </ul>	<ul style="list-style-type: none"> <li>Experience of IT Support within an Educational environment.</li> <li>Experience of SIMS Support</li> <li>Experience of being a key SIMS user within a school</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Pro-active learner</li> <li>Good oral and written communication skills.</li> <li>Self-motivated.</li> <li>Team player prepared to work to achieve results.</li> <li>Enthusiastic approach to customer service.</li> <li>Willing to travel</li> <li>Highly energetic.</li> </ul>	

	<ul style="list-style-type: none"><li>• Tactically driven.</li><li>• Willing to work evenings when required and travel occasionally.</li><li>• Commitment to safeguarding and promoting the welfare of children and young people</li><li>• Willingness to undergo appropriate checks, including enhanced DBS checks</li><li>• Motivation to work with children and young people</li><li>• Ability to form and maintain appropriate relationships and personal boundaries with children and young people</li><li>• Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline</li></ul>	
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