

Post: 2nd Line IT Technician



Responsible to: IT Service Lead / Senior 2nd Line Technician

Salary: SC5 12-17 (£21,880 - £24,158)

Location: Based in Redditch - with requirement to travel to schools in Worcestershire

Working Pattern: 37.5hrs per week – full time, full year.

Job Purpose:

- **To ensure the smooth running of supported IT networks**
- **To provide outstanding, pro-active, accessible support to all users.**
- **To enable exciting teaching and learning using IT**
- **To enable collaborative working and reduced workload for all staff**
- To provide support to users across our supported schools via the central helpdesk
- To provide support to first line technicians
- To provide a second line support knowledge, to resolve more complex and larger impact issues.
- To provide support for Lourdes IT/Academy events outside normal working hours

Specific Responsibilities

- Using the Lourdes IT helpdesk, provide support to all users of the Lourdes IT networks -resolving issues quickly and efficiently, ensuring resolutions are long term.
- Attend site as per the team rota to provide onsite for schools as required.
- To prioritise responses by, and respond to all requests within, the terms of Lourdes IT SLA
- To be polite, friendly and helpful always with all colleagues
- To be pro-active with all support, identifying and resolving potential issues before they occur.
- To be a confident communicator and member of the team.
- To develop and deliver training to first line technicians and school staff
- To provide support, advise and resolutions to first line technicians as required.
- To deputise for the Network Managers as required.

Device and Application Support

- To implement Lourdes IT and academy development plan objectives
- Install and test new hardware
- Perform advanced device repairs and upgrades
- Identify and rectify advanced hardware or software faults
- Install and test new software as directed
- Complete and keep up-to-date inventory of all equipment
- Proactively provide solutions to reduce the chance of issues occurring

Network support

- Perform network cable installation and test connectivity
- Support connectivity to wireless networks and troubleshooting
- Develop solutions for connectivity that match the future requirements of the Lourdes IT and academies.
- Proactively provide solutions to reduce the chance of issues occurring

Server Management & Support

- Manage performance of the server infrastructure
- Ensure warranties and support are in place
- Perform and support upgrades of infrastructure as required
- Perform diagnostics and issue resolution of server hardware and software

MIS and Core Lourdes IT Systems

- Provide support and maintenance of MIS systems with the support of external providers
- Ensure core Lourdes IT systems are effectively supported, including managing support contracts as required

Support requests

- Use the help desk to log, update and resolve all issues.
- Ensure that requests are responded to within SLA timeframes
- Understand the difference between incidents and problems
- Utilise the Self-Help Guides to assist users – regularly add to and update.
- Understand priorities of response based on the SLA.
- Understand when, and how to escalate issues, and escalate effectively.
- Resolve escalated issues
- Monitor adherence to targets by the team and develop strategies to improve performance.
- Proactively provide solutions to reduce the chance of issues re-occurring

Health and Safety

- Ensure that you and first line technicians follow all relevant health and safety guidance, policies and laws.
- Ensure that IT equipment is used in line with relevant health and safety guidance and policies

Conduct & Professional Development

- Attend relevant courses/undertake online training to improve skills and knowledge
- Advise and train individual staff and pupils
- Have appropriate communications with suppliers
- Network with colleagues within the Lourdes IT team and in similar roles outside of Lourdes IT

- Read organisation policy documents, schemes of work and other related documents to develop an in depth understanding of teaching and learning needs.
- To keep systems safe and secure at all times
- To understand the role of Safeguarding within the context of IT in schools, and the wider context across the Lourdes IT.

Safeguarding

- To attend all safeguarding training as directed
- To ensure systems which monitor safeguarding of both staff and students are monitored and effective. Passing concerns to line management and DSL.
- To keep up-to-date with developments with safeguarding and IT, and work with line manager to ensure the Lourdes IT solutions are effective.
- To follow Lourdes IT procedures and report any concerns to the DSL.
- Evaluate new solutions to ensure they are compliant with legislation and policies

Data Protection

- To ensure that the Lourdes IT data protection policies are adhered too
- To minimise the risk of a data breach occurring
- To highlight any potential risks to line management.
- Evaluate new solutions to ensure they are compliant with legislation and policies

Personal Specification – 2nd Line Technician

Requirement	Desirable	Required
Skills and knowledge		
Expert user in a range of office applications.		X
Expert user in a range of operating systems		X
Expert user of Microsoft Server 2008r2, 2016.		X
Knowledge of DHCP/DNS/Active Directory /Group Policy		X
Working Knowledge of Virtualisation (Hyper V preferred)		X
Knowledge of Azure Active Directory and Intune	X	
Knowledge of Office365 administration		X
Knowledge of WordPress		X
Knowledge of VEEAM or similar backup solutions, backup principles and Disaster Recovery obligations within a school context		X
Advanced awareness of GDPR and Data Security best practice		X
Expert skills on the minimisation of risk from computer viruses and other security risks.		X
Able to deploy applications across a network using available solutions		X
Good level of written and spoken English appropriate to the context and audience.		X
Appreciation of the curriculum, including a general understanding of the requirements for ICT in the school's curriculum.		X
Aware of relevant organisation policies.		X
An understanding of the use, functionality and limitations of different platforms including desktop and mobile devices.		X
Aware of different levels of ability and confidence of staff and pupils in using ICT.		X
Aware of potential and actual uses of ICT in schools.		X
Personal Skills		
Ability to work well under pressure		X
Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline		X
A strong interest in IT		X
A willingness to develop		X
Understanding of Safeguarding within the school		X
A driving licence and constant access to a transport		X
Willingness to travel		X
Business Class1 Car Insurance		X
Ability to confidently deliver training to peers.		X
Flexibility to react to the role demands outside of normal working hours		X