**ICT Support Technician – Role Profile**

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| **Date:** | **June 2021** |
| **Job title:** | **ICT Support Technician**  |
| **Reporting to:** | **ICT Network Manager**  |
| **School:** | **Salcombe Preparatory School** |
| **Checks:** | **Enhanced Disclosure Barring Services** |

**Purpose**

The role of ICT Support Technician will lead and manage all day-to-day ICT 2nd and 3rd line support activities for multiple schools as directed by the ICT Network Manager and/or ICT Schools Manager.

The Support Technician will liaise with Head Office and School staff, the ICT Service Desk and other 3rd line support teams to identify, prioritise, own and resolve all ICT support and service requests.

The ICT Support Technician will work closely with the Cognita Projects teams to assist with the seamless delivery of technology improvement projects on behalf of Cognita supported locations

This position is a group role and will be required to support other schools/sites as requested by the Network Manager or Schools ICT Manager

**Key Responsibilities**

* Provide 2nd and 3rd line support to UK staff, schools staff and students
* Carry out routine maintenance of all computer hardware and network services to maintain agreed availability.
* Respond to and resolve ICT faults and requests through onsite visits and remote support tools to agreed service levels.
* Install and configure approved computer hardware and licenced software, following agreed policies and procedures.
* Maintain site documentation, including hardware and software inventories, to ensure accuracy of information, legal and financial compliance.
* Manage staff and student user accounts following agreed policies and procedures.
* Monitor and maintain server back-ups to ensure system and user data is protected and secure.
* Monitor ICT (physical and network) security and report any risks or incidents to School Head teachers, Network Manager or Schools ICT Manager
* Any other reasonably requested duties

**Person Specification**

* Exceptional customer service and communication skills, including written and verbal.
* Excellent interpersonal skills including communicating effectively and professionally with people at all levels of the organization.
* Effective communication skills in a technical respect with other IT professionals, and in non-technical terms with other colleagues
* Self-motivation, effective time management and the ability to work unsupervised.
* Must be able to use initiative and work under pressure, consistently employing a customer centric approach to resolving all IT issues.
* Demonstrable methodical problem solving, excellent analytical skills and creative thinking.
* Able to demonstrate good judgement and decision-making skills in resolving issues in challenging situations, knowing when to sign post, escalate and resolve issues.
* Experience in establishing new processes and procedures as well as following those already in place and always looking for improvements.
* A desire to, and demonstrable experience of supporting teaching and learning
* Project team member skills
* Effective engagement with IT service partners and 3rd parties
* A clean UK driving license.

**Technical Skills**

* Windows Server 2012/2016
* Windows 10
* Active Directory support
* Office365
* Microsoft Office 2013/2016 suites
* LAN & WAN technologies and protocols, including VLAN, wireless, DNS and DHCP.
* SIMS.net and SOLUS3 support
* Mobile device support including Apple, Windows, and Android tablets
* AV and interactive boards and screens
* Shared printing solutions
* Desktop/Server Hardware support and troubleshooting
* Apple device management and support

**Experience**

* Flexible working, travel to support remote sites/offices.
* Experience of working successfully from a home/remote location.
* Experience of working in a Service Desk environment (2nd or 3rd line support role)
* Experience of working in the education or similar sector is preferable.
* ITIL preferred but not essential.

**Key Competencies**

Role Specific

* Work Planning and Scheduling
* Time Management
* Listening and Organisation
* Training, Mentoring and Delegating
* Problem Identification and Solution
* Process Improvement

**Safeguarding Responsibilities**

* To comply with safeguarding policies, procedures and code of conduct
* To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
* To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy.
* To engage in safeguarding training when required

**Remuneration**

* Competitive salary
* Contributory pension scheme
* Private healthcare
* Life assurance
* School fee discount
* Professional development
* 25 days holiday (pro-rata’d to part time)