

POSITION	2 nd Line Onsite IT Technician
RESPONSIBLE TO	IT Service Lead
SALARY	Grade 5 – SCP 12-17 - £22,482 to £24,821 pa
LOCATION	Across supported schools
WORKING PATTERN	37.5 hrs per week, 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

Whilst every effort has been made to explain the main duties and responsibilities of the post, this job description is not a comprehensive statement of procedures and tasks but sets out the main expectations of the Multi-Academy in relation to the post holder's professional responsibilities and duties, all individual tasks undertaken may not be identified.

This job description is current at the date shown, but, in consultation with you, may be changed by the IT Service Lead to reflect or anticipate changes in the job commensurate within the grade and job title.