



Regional IT Technician - JD

Job Title:	Field Technician	Job Code:	GLF/RTECH
Location:	Various	Travel Required:	Yes
Summary			
<p>You will work as part of a busy team providing first and second line support in the field. This is a diverse role supporting a range of systems and users with varying skills. The key focus is to provide solutions to issues affecting all aspects of IT within the schools we support. This is a field-based role comprising of both routine and reactive visits to schools within the region. Some flexibility is important as work is occasionally carried out during evenings and weekends.</p> <p>The varied nature of this role requires an intelligent and enthusiastic person who has the ability to problem solve independently, but who also enjoys working as part of a team. A friendly and professional manner is vital as this is a customer focused role, where you will act as an advocate to the solutions and services provided by GLF Schools.</p>			
Role			
<ul style="list-style-type: none"> ● Resolution of first and some second line incidents with agreed timescales ● Recording all incident details and resolutions into the Service Desk ● Providing a high level of first time fix for all incidents ● Escalating incidents as required to ensure minimum downtime to services ● Ensuring regular communication updates are provided to the customer until incidents are resolved ● Maintain and contribute to documentation ● Assist the Service Desk to ensure incidents that cannot be resolved remotely are as part of a site visit ● Basic end user training as required ● Work with the Service Delivery Manager to contribute to planning and scheduling ● Other duties as required by the Service Delivery Manager and Head of Operations 			
Other			
<ul style="list-style-type: none"> ● Working hours are 36 hours per week 			

- Working hours are those worked onsite and not spent travelling, this is expected as part of the role and has been reflected in the salary grade
- Willingness to work flexibly to suit the needs of the schools and to work additional hours on occasion
- Annual leave entitlement will be in line with current contract terms. Leave requests will be managed balancing the needs of schools across the region.
- Travel allowances – [need to be agreed]
- There will be a need to attend occasional training sessions and meetings with the wider IT team.

Commented [DW1]: Thinking of adding some provision for FWW here as it is the outlier - and provides us with the ability to get them to cover the Earlsfield office too.

Accountability

Accountable to the Service Delivery Manager

GLF Schools is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will have to meet the person specification and will be required to apply for a DBS disclosure. We particularly welcome applicants from under- represented groups including those based on ethnicity, gender, transgender, age, disability, sexual orientation or religion.