Avanti
Services Limited

Job Title: Helpdesk ICT Support Engineer (1st line)

Hours: Full-time, 37.5 hours per week

Contract: Permanent, Term-time and an additional two weeks (0.88 FTE)

Reports To: IT Manager

Location: Based at Avanti Fields School Leicester and occasional travel to Krishna
                  Avanti Primary School, Leicester

Main purposes of the job

- Man the trust IT helpdesk responding to tickets within SLA.
- Providing first line resolution to tickets raised within the trust helpdesk.
- Providing technical assistance for questions and problems.
- Responding to queries via chat, email, or phone.
- Diagnosing system errors and other issues.
- Following up with customers to ensure full resolution of issues.
- Installing or changing software to fix issues
- Remotely accessing hardware or software for clients to make changes and fix problems.
- To support all users in the best practice utilisation of ICT resources across the trust schools supporting them in fulfilling their role.
- To support the IT Manager with the development of IT network and services.

Prerequisites

- Minimum 2 years of helpdesk IT support role within the education sector.
- This job involves occasional travel to an alternative site and therefore the use of a reliable personal vehicle is recommended where convenient.
- Full clean UK Driving License required.

Responsibilities

1. To provide advice, support, training and guidance to users, and support the Network Manager in the strategic development of IT support and resources.

2. Assist with configuration, support, servicing, and repairs of ICT equipment used across sites.

3. To administer arrangements for securing data, ensuring back up procedures, disaster recovery plans and other systems are working effectively.

4. Provide support for as the IT systems mentioned in the person specification below.

5. Monitor, respond and resolve tickets logged on the trust help desk, escalating complex issues as appropriate, as well as proactively identifying and resolving issues

6. To provide support during lessons in the use of ICT equipment (i.e. demonstrating how to use equipment, to both teachers and students)

7. To document all faults and resolutions, accurately and systematically to meet standards and ensure that all user problems are escalated appropriately, and users are informed on progress.

8. To keep up to date with technological advances in the use of IT and recommend ways in which the trust can benefit from developments.

9. Advise on choice of software, learning resources and future developments of the ICT infrastructure.

10. To liaise with third party suppliers/providers such as hardware and software vendors for incident management, problem management and request fulfilment tasks.

11. To configure, test, deploy and troubleshoot a varied range of software applications from standard business applications to more specialist software used in the creative industry.

12. To contribute to the development and on-going maintenance of IT documentation / knowledge systems.

13. To lead or assist on ICT projects.

14. To maintain software and hardware asset audits and ensure they are accurate, complete, and up to date.

15. To assist in keeping data and the wider IT environment confidential, secure, and available as required.

Person Specification – Helpdesk ICT Support Engineer (1st line)

Criteria	Requirement Level	Evidence*
• Excellent ability to communicate clearly and concisely both orally and in writing with a range of users including Principals, pupils etc. in a friendly professional manner • Good working knowledge of relevant policies/codes of practice and awareness of relevant legislation. • Ability to plan and manage their own time effectively and work prioritizing tasks in a time efficient manner and keep to deadlines in a very busy environment. • Willingness to promote and safeguard the welfare of children and young people within the school. • Awareness of Health and Safety requirements within a school setting. • Commitment to professional development, learning and development.	Essential	A/I
• Basic numeracy and literacy skills • Understanding ICT use in supporting effective teaching and learning • Experience of working in an IT support role, involving troubleshooting, and resolving hardware and software issues • High degree of energy, resilience, and enthusiasm • Ability to work to a high degree of accuracy and pay attention to detail.	Essential	A/I
• Understanding of ICT needs within the classroom and systems used in a school environment • Excellent working knowledge of ICT hardware use and repair • Subject knowledge and knowledge of the relevant policies, codes of practice and legislation	Essential	A/I
• IT professional with a general, rounded, skill set. • Adaptable & able to develop skills to solve unfamiliar challenges • An effective team member who can apply given instructions • An individual who can evaluate and prioritise workload and deliver completed tasks • An ability to logically diagnose and troubleshoot ICT issues • Able to configure equipment • High personal standards and able to provide a role model for students and staff • Seek support and advice when necessary • Ability to communicate with a range of users • Full UK driving license	Essential	A/I

Candidates with working knowledge or substantive experience of *many* **of these applications will be given priority at shortlisting stage.** • Virtualisation platforms (VMware vSphere / Hyper-V) • Office365, G-suite, Azure, AWS management • Microsoft Server Technologies (2008R2 / 2012R2 / 2016 + SQL 2012 / 2016) • Active Directory management / Azure AD. • Networking skills • Print management software (Papercut) • Desktop Imaging solutions (WDS / MDT / ISO Builds) • Backup Systems, Business Continuity (SAN / NAS / QNAP / Veeam) • VOIP telephony systems • Desktop software (Microsoft, Chrome & Apple operating systems) • Cyber Security / Incident Management / AntiVirus (Sophos)	Essential	A/I/T
Awareness of these applications • CCTV Systems • Access Control systems (Paxton) • Building Management Systems • Catering solutions (Biostore) • ID Visitor solution • Management Information Systems (Arbor, Parentpay)	Desirable	A/I

*Evidence Key:

A = Application Form I = Interview   T = Task/Test