IT Technician
Harris Federation Central Team

£26,000-£31,000 + Performance and Loyalty Bonus
+ Pension Scheme (LGPS) + Harris Wellbeing Cash Plan
+ Additional Harris Benefits

For a confidential discussion about this post or more information, please contact info@harrisfederation.org.uk

Job Purpose

To assist with the provision of IT Support services and project related activities at our Croydon office and at any of our Academies to cover short term absences and vacancies as a roaming technician, or as an extra pair of hands when required, thus enabling Group ICT to maintain the provision of excellent, ITIL aligned IT Services to our customers.

Main Areas of Responsibility

- To provide high-quality technical IT support, advice and guidance, in accordance with ITIL and HarrisNet principles, to Head Office staff as well to staff and students at our academies as required.
- To ensure that all IT Support needs are logged appropriately on the Service Management system.
- To retain ownership of Academy IT Support tickets and ensure staff are regularly informed of the status of their support ticket.
- To ensure that IT support tickets are resolved within the target resolution time as dictated by the SLA.
- To re-route or escalate IT support tickets to the appropriate team as necessary and work with 3rd line support, Project Managers and other stakeholders to achieve resolution.
- To identify, implement and document workarounds for desktop related problems within the Knowledgebase.
- Identify recurring IT incidents and perform root cause analysis to identify the underlying cause. Notify the key contacts within the Federation and Academies under your care on detection of a major incident affecting the service or our ability to deliver a service

Service Support
- Image, deploy and maintain Windows 10 based PCs, Laptops, Tablets, as well as Apple OS iMacs and iPads.
- To install, configure and maintain computer peripheral equipment such as multi-functional printers, Interactive whiteboards (IWB's) and Projectors, ensuring that this hardware is regularly tested and ready for use when required.
- To install and test new software and software updates / upgrades, ensuring compliance with software licensing regulations at all times.
- To install, configure and maintain VoIP telephones.
- Work with local academy Technicians where necessary and provide 2nd line support for more complicated issues as and when required.
- Familiarise yourself with the network infrastructure (cabling, patch panels, switches, etc.) and associated documentation at the Academies in your care.
- To ensure that the server and network infrastructure at the Academy is regularly checked and maintained in accordance with HarrisNET best practice and procedures.
- To work with the IT Service Manager and Infrastructure team to support the on-site infrastructure elements such as physical & virtual servers and networking devices to ensure the availability and security of the network, data and applications.
- To administer Active Directory user login accounts, Distribution and Security groups to ensure that staff receive credentials in a timely fashion and have appropriate access to the data and resources they need.
- Maintain communication between Federation and Academy IT Support staff, Service Managers and Academy SLT to ensure that all specific Federation and local academy requirements are met.

Additional Areas of Responsibility

- To provide high-quality technical IT support, advice and guidance, in accordance with ITIL and HarrisNet principles, to Head Office staff as well to staff and students at our academies as required.
- To ensure that all IT Support needs are logged appropriately on the Service Management system.
- To retain ownership of Academy IT Support tickets and ensure staff are regularly informed of the status of their support ticket.
- To ensure that IT support tickets are resolved within the target resolution time as dictated by the SLA.
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Other

- To be a "floating" Technician and cover short term absences and vacancies, or as an extra pair of hands when required and directed.
- To act as a project team member on projects managed by other members of the Group ICT team and or local academy as appropriate.
- Ensure that the IT Asset Database and CMDB is kept up to date and that the Federation has licences for all software in use at any time and maintain documentary proof of this.
- Ensure that all hardware, software and services purchased meet the specifications laid down by the Federation / Academy and are in accordance with Budget and GDPR.
- Prepare conference / meeting rooms and related IT and Audio-Visual equipment needs for assemblies, large meetings, training sessions or other events, e.g. Governors meetings.
- Provide out-of-hours support from time to time for the above meetings as well as when required to complete project work or other time critical tasks.
- Liaise with vendors, partners and service providers as appropriate to obtain quotes or to resolve issues as required.
- Any other duties as may be reasonably considered to be within the grade and remit of the post.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The academy will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition (as defined in the Equality Act 2010).

Following consultation with you this job description may be changed by management to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Person Specification

Attributes	Description	Desirable
Qualifications, Skills and Knowledge	A confident communicator at all levels, with excellent verbal and written communication skills. You must be self-motivated, with a can-do attitude and a strong commitment to delivering results on time and to a high quality in a fast paced, constantly changing environment. Ability to self-manage, organise, and prioritise tasks and work under pressure during troubleshooting and problem-solving. You must be professionally presented, flexible, adaptable and capable of handling the various pressures and demands associated with this highly customer focussed ICT support role. Good knowledge of Microsoft products, including Office 365 and Office 2016, SharePoint, Apple OS and other desktop related software products. Excellent troubleshooting and resolution skills, backed by a clear, analytical approach to problem solving. Ability to react quickly and effectively to issues and opportunities.	Appropriate and relevant Microsoft & Apple training and certifications. ITIL Foundation Level qualification.
Experience	Significant, recent experience in a similar, ITIL aligned, IT support role, preferably in a school or other educational environment. Current, in depth experience of supporting Windows 10 PCs, laptops and tablets. Recent experience of supporting Apple products, including iMacs and iPads, in an educational environment. Proven experience of supporting Microsoft products, including Office 365 and Office 2016, SharePoint, and other desktop related products. Current, proven experience of Active Directory, including the administration of User accounts, Distribution and Security Groups within a Windows Server Active Directory. Proven track record in working to strict timescales and of working with staff at all levels. Experience of delivering small projects, management of scope and customer expectations.	

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Thank you for your interest in our role. We look forward to receiving your application.

If you think a career with us is right for you, discover more at:
www.harriscareers.org.uk

Harris Federation