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| Role: | IT Support Assistant |
| Hours: | 35 hours per week, Full time, Full Year |
| Scale:Point | Scale 5 Point 12 |

**Job Purpose:**

We are looking to recruit a customer-focused, technically talented IT Support Assistant to join our IT support department at Claremont High School. You will also have the opportunity to work at Sudbury Primary School in Wembley as part of the trust.

Your role will be to work with the current IT support team dealing with requests and incidents. It will require you to log, triage, resolve, and escalate support tickets. You will also have the opportunity to carry out hardware and software installations, IT administration, health checks and maintenance of peripherals and network infrastructure.

We will expect you to work effectively with a high level of customer service to the internal administration team and other students. The role will expose you to leading education and Microsoft systems.

The ideal candidate will have exceptional communication skills, a passion for the education sector, a willingness to learn and a passion for delivering outstanding service.

**Core Purpose:**

**To provide first and second line support services to the schools’ IT, AV and communications systems users.**

**Duties and Responsibilities**

* To staff the helpdesk during opening hours providing first line/first fix support to all users. This will involve:
	+ logging and managing incoming requests for support via the helpdesk system, phone, walk-ins, and email.
	+ maintaining good communication with users and providing timely updates on progress.
	+ escalating incoming support calls to other members of the IT or other departments / suppliers as appropriate.
	+ managing the allocation and booking of resources.
* To provide first and second line IT and AV support services to the schools’ staff, pupils, parents, and guests.
* Configure, test, and deploy end user devices including laptops, tablets, desktop PCs, phones, and printers.
* Ensure that all aspects of the schools’ support processes are documented and kept up to date.
* Manage (create, amend, delete and report) user accounts on all education systems including m365, Active Directory and other learning and administrative school systems.
* Assist in the onboarding process of new starters, ensuring that all PCs, laptops, software, peripherals, accounts are working on the first day.
* Assist with the deployment of computers, including mobile devices to staff and students.
* Ensure all classrooms and equipment are maintained and in optimum working order.
* Provide administrative and project implementation support to the IT services team.
* To assist in the provision of school wide systems and services.
* To maintain and support all school end user devices and peripherals.
* Maintain the IT asset and configuration management databases.
* Ensure that end user systems and services meet health and safety requirements.
* To provide instruction to staff in the use of end user IT and AV facilities and services.
* Facilitate the process of equipment loans to staff and pupils.
* Help with IT for events including (but not limited to) open evenings, entrance exams, open days, assemblies, concerts, plays and external speakers.
* Assist with support for the schools’ internal and external examinations and assessment process including oral, written and music exams.
* Any other duties as reasonably requested by your line manager or School Management Team.

The school is committed to maintaining appropriate professional standards at work and safeguarding children. It is the responsibility of the post holder to familiarize themselves with the named person(s) for child protection and safeguarding.

The post holder is responsible for formally notifying the Headteacher directly of any changes to status and must, for safeguarding reasons and at the earliest possible time, disclose all new information about cautions, reprimands, final warnings, police enquiries, pending prosecutions, convictions, criminal charges or summonses subsequent to the last DBS Enhanced disclosure.

All staff have a responsibility for promoting and safeguarding the welfare of children and young persons’s/he is responsible for or comes into contact with.

Conditions of employment

The above responsibilities are subject to the general duties and responsibilities contained in the written statement of conditions of employment (the Contract of Employment).

The post holder is required to support and encourage the school’s ethos and its objectives, policies and procedures as agreed by the Governing Body. This job description is not necessarily a comprehensive definition of the post. It will be reviewed as and when required and it may be subject to modification at any time after consultation with the appropriate parties.

**Person Specification**

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| **Please Note.** All criteria are essential. The successful candidate must satisfy all of the criteria. Short listing will be on the basis of the criteria indicated in the ‘Application Form’ Column. |
|  | **Method of Assessment** |
| **Qualification & Experience** | **Essential**  | **Desirable** |
| Good general education up to at least GCSE Grade C or equivalent in Maths and English\* | **X** |  |
| Certification or vocational training in IT or equivalent or evidence of relevant training  |  | **X** |
| Experience working in a school environment or similar  |  | **X** |
| Experience working in an ICT support environment  |  | **X** |
| Strong ICT technical & practical skills | **X** |  |
| **Knowledge and Skills** |  |  |
| Organising and prioritising work | **X** |  |
| Working under pressure and meeting tight deadlines  | **X** |  |
| Confident and self- motivated | **X** |  |
| Knowledge of routine PC maintenance procedures | **X** |  |
| Logical thinking and a flexible approach to problem solving or troubleshooting  |  |  |
| Ability to work effectively both independently and as a member of a team | **X** |  |
| Excellent written and oral communication, including the accurate use of English grammar, punctuation and syntax. | **X** |  |
| Good communication skills with staff, students and other users of the IT Service | **X** |  |
| Displays commitment to the protection and safeguarding of children and young people and has an up-to-date knowledge of relevant legislation and guidance in relation to working with, and the protection of, children and young people. | **X** | **X** |