

Job Description

Job Title: Level 2 Technician

Location: Trust Central Office with travel to schools

Job title	Level 2 Technician
Salary Scale	Support Scale F
Hours of Work	Full time - 37 hours per week
Weeks Worked	52
Responsible to	Head of ICT
Location	Trust Central Office with travel to schools

Main purpose of the role

- As the second line escalation point for all IT support queries you will work with the first line technicians and over 1000 end users to support, maintain and monitor Trust IT systems including remote teaching, learning and working solutions, understanding and resolving technical issues in a prompt and professional manner.

Principal accountabilities and responsibilities

Overall	<ul style="list-style-type: none"> • Provide prompt 2nd line support to school technicians and staff onsite or remotely ensuring operational problems are resolved in a timely manner. • After identifying the issue, you will talk the first line support staff or end user through the required steps to resolution or escalate to the Systems Engineer as and when necessary. • Be proactive and identify recurring incidents before they become problems. • Carry out monitoring/daily checks of the IT infrastructure environment and action any issues. • Quickly inform affected users of issues and potential impact on services. • Manage and support Microsoft 365 and G-Suite for Education environments. • Work with the wider IT team to ensure any recurring technical issues are addressed and any training or documentation requirements are identified and passed to the Education Technologist. • Update the ServiceDesk, ensuring all incidents have been logged and all notes, progress and required actions have been input promptly and accurately. • Visit Primary schools regularly and provide cover for 1st Line technicians in schools as and when required. • Continuously improve knowledge and understanding across the various software and hardware technologies supported by the team and used across the Trust. • Maintain a strong customer focus at all times.
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Working Time

The job description allocates responsibilities and duties but does not allocate the particular amount of time to be spent carrying them out and no part of it can be so constructed. In

allocating time to the performance of responsibilities and duties the post holder must be directed in accordance with trust's policies and procedures.

Employee commitments

All employees will commit to the following key areas:

- [The vision, values and key principles of the Trust](#)
- [Equality, Diversity and Inclusion](#)
- In any way possible, in accordance with the role, support students to achieve their potential
- In any way possible, in accordance with the role, improve standards of education
- [Support the inclusion agenda](#)

Performance Management

Participating in the Trust's arrangements for performance management, professional development and the Trust's arrangements for quality assurance and internal verification.

Context

All staff are part of the whole Trust team. Each individual is required to support the values and ethos of the Trust and Trust priorities as defined in the Trust Improvement Plan. This will mean focusing on the needs of colleagues, parents and students and being flexible in a demanding environment.

Miscellaneous

To undertake any further tasks which could be reasonably expected by the Trust. The Data Protection Act 2018 renders an individual liable for prosecution in the event of an unauthorised disclosure of information. The post is one that carries responsibility for the wellbeing and welfare of children and the post holder should be aware of this and the need to act accordingly. The Trust will endeavour to make any necessary reasonable adjustments to the job and the work environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

It is a requirement of the post holder to make positive efforts to maintain their personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice. The post holder is also required to be aware of and comply with policies on health and safety.

This is an Equal Opportunities post and is in accordance with the Trust's Equality and Diversity Policy. This job description can be altered, with the agreement of the post holder and will be reviewed on an annual basis. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the Trust in relation to the post holder's professional responsibilities and duties.

The Inspiration Trust is committed to protecting the welfare of children and young people. Due to the nature of this role, it will be necessary for the appropriate level of DBS (Disclosure and Barring Service) to be undertaken. It is essential you to disclose whether you have any pending charges, convictions, bind-overs or cautions and if so, for which offences. This post will be exempt from the provisions of Section 4, (2), of the Rehabilitation of Offenders 1974 (exemptions) (Amendments) Order 1986.

Therefore, you are not entitled to withhold information about convictions which for other purposes are “spend” under the provisions of the Act.

Person Specification	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSEs/A Level/Degree 	<ul style="list-style-type: none"> Industry Standard IT certification, including <ul style="list-style-type: none"> o CompTIA (A+, ITF+) o Cisco Certified Technician (CCT) o M365 Fundamentals o Microsoft Technology Associate (MTA)
Experience	<ul style="list-style-type: none"> Prior experience within a first or second-line technical product or service focused support role 	<ul style="list-style-type: none"> Prior experience working within schools and an understanding of school operations beneficial
Skills, Knowledge	<ul style="list-style-type: none"> Basic functional knowledge of Windows 10 Basic functional knowledge of Microsoft Office products (desktop and cloud based) Ability to install and manage computer hardware and peripherals in an education focused environment Basic fault-finding skills Ability to problem solve within a technical environment Strong communication skills. Strong customer service approach and team player. Strong work ethic can do attitude and ability to work in a dynamic work environment. 	<ul style="list-style-type: none"> Basic knowledge of Active Directory (User accounts/Groups etc) Basic knowledge of Networking (TCP/IP) Basic knowledge of Windows based domain administration

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Signature

Date

Name