

GLF Schools - Job Description

Job Title	Senior IT Technician	Job Reference	
Location		Travel required	Y
Core purpose			
<p>Provide IT Services to schools within the Trust. You will work as part of a busy team providing first and second line support to customers both remotely and face-to-face via the Service Desk and onsite. This is a diverse role supporting a range of systems and users with varying skills. The key focus is to provide resolutions to issues affecting all aspects of IT within the school. You will prioritise competing demands and use your technical expertise to support other IT colleagues in delivering an excellent service.</p> <p>The varied nature of this role requires an enthusiastic and proactive individual who has the ability to think outside the box to solve issues 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>			
Key Accountabilities			
<ul style="list-style-type: none"> ● Provide outstanding customer service to all stakeholders. ● Resolution of first and second line incidents with agreed timescales. ● Act as a point of escalation for the Regional Technicians. 			
Main Duties			
<ul style="list-style-type: none"> ● 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 and ensure Regional Technicians are proficient in the use and support of GLF technology. ● 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 ● Occasionally deputise for IT Management if required. ● Keep aware of developments and trends across the IT industry ● Other duties as required by the Regional IT Partner and Head of Application & Service ● 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. ● There will be a need to attend occasional training sessions and meetings with the wider IT team. 			
Safeguarding			
<ul style="list-style-type: none"> ● 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.