# Job Description and Person Specification

| DATE | SIGNATURE |
|------|-----------|
|      |           |

Beckfoot Trust

CREATING REMARKABLE SCHOOLS

# JOB DESCRIPTION

## Corporate Responsibilities

- As part of the Trust IT Team, working collaboratively to support multiple schools, you will be the first point of contact for end users, responding to incidents, providing preventative checks, and maintaining IT equipment and resources
- Carry out the responsibilities of the role in line with our mission and organisational values
- Adhere to the principles of alignment in the One Trust Contract
- Ensure probity, propriety and adherence to the Nolan Principles both in your personal conduct and throughout the Trust
- Lead and uphold an individual and organisational commitment to safeguarding and promoting the wellbeing of children; being hyper-vigilant in all interactions with students and adults
- Comply with all policies, procedures, working practices and regulations, in particular, Child Protection, Equality and Diversity, Health and Safety, Confidentiality, Data Protection, Financial Regulations in line with our Scheme of Delegation
- Contribute to a culture of relentless improvement, where feedback is a gift
- Carry out any reasonable duties as requested by the CEO and or Trust Board

It is a school-based role that will involve contact with children.

## Key Duties and Responsibilities

- Listen and respond to users and maintain a high standard of communication and service through to resolution
- Meet SLA requirements for rapid response and prompt resolution
- Respond to tickets and reports, providing support and guidance to diagnose and resolve issues where possible or escalating as required
- Effectively question users to establish symptoms using experience and interrogate database for potential solutions
- Deploy support tools to systematically trace source of error or technical failure
- Record and track issues from outset to conclusion
- Minimise interruptions in customers' ability to carry out critical organisational activities
- Install and configure hardware / software and systems in line with procedures for users or for temporary needs, e.g. training / assemblies
- Create and amend user accounts in line with procedures, requesting authority for other requirements outside of routine applications
- Complete standard change requests or escalate in line with procedures
- Ensure requests and incidents are logged with resolution and follow up action
- Immediately report content, contact, commerce or conduct of online safety risk
- Respond to and support links with external agencies, suppliers
- Securely store and maintain supplies of equipment and resources, cataloguing and undertaking audits required and ensuring availability to users
- Carry out maintenance to ensure stable and secure applications and IT infrastructure
- Provide regular communication to service managers to ensure a clear overview of strengths and areas of development in our service and provision
- Undertake daily and weekly tasks within established routines on equipment and systems to check and resolve connections, faults or outages that will impact on users and reduce incidents
- Inform users of issues that will impact on learning / their role and expected resolution timescales
- Support the induction of new IT team members and provide guidance in following procedures
- Spot check hardware and user services following outages and updates
- Lead the organisation of IT learning and work areas / rooms for efficient and safe use
- Systematically analyse performance data and communicate findings to leaders
- Escalate potential service failures and security risks and recommend actions to improve service reliability
- Provide basic guidance and training for new systems / applications to users
- Take responsibility for delegated tasks to support the wider team and service provision
- Ensure that systems and equipment do not cause harm or risk to users
- Support delivery of the Trust's core applications across sites
- Assist in implementation / testing of IT projects and services including replacement equipment and services
- Make careful consideration of GDPR, cyber security and online safety when working with the Trust IT environment, reporting any concerns immediately
- Take seriously the duty to safeguard all young people

## Professional Development

- Be committed to own professional development, demonstrating the desire to be better tomorrow than you are today
- Participate in training opportunities, meetings, and networks to maintain excellent skills and knowledge in role
- Develop familiarity with commonly used hardware and software to provide advice and guidance to users
- Maintain up to date knowledge of changes and their application to school settings
- Seek feedback and act on it to improve performance within and beyond formal coaching and appraisal opportunities

# JOB DESCRIPTION

We are committed to safeguarding and promoting the welfare of children and we expect all staff to share this commitment. All successful staff will undertake an Enhanced Disclosure and Barring Service Check.

The Trust is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

## Advanced Threshold Fluency Duty Required

In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard. For this role the post holder is required to meet the Advanced Threshold Level. The post holder should demonstrate they can:

- Express themselves fluently and spontaneously at length effortlessly.
- Explain difficult concepts simply without hindering the natural smooth flow of language.
- Take responsibility for promoting high standards of literacy, articulacy and the correct use of standard English in school.

**Date: December 2023**

*This job description is illustrative of the responsibility of the post and not necessarily a comprehensive list of tasks.*
*Post-holders are expected to undertake work in line with the level and pay band of the post determined by the Line Manager.   The Job Description will be reviewed with the post-holder in relation to need or on an annual basis through appraisal and whole-Trust review of strategy and effectiveness.*

# PERSON SPECIFICATION

## IT Senior Support Technician

| | Essential Requirements | Desirable Requirements | How Identified |
|---|---|---|---|
| Qualifications | • 4 GCSEs (or equivalent) at grades 4+ (A-C) in any subject<br>• GCSE Maths and English (or equivalents) at grades 4+ (D or above)<br>• Level 4 IT qualification | • Honours Degree<br>• IT related courses / qualifications<br>• ITIL course certification<br>• Microsoft certification | • Application |
| Experience | • Experience working in IT | • Previous work experience in a customer facing role<br>• Experience of working in educational IT | • Application<br>• Interview |
| Knowledge, Skills and Ability | • Knowledge of a range of software used in businesses or schools<br>• Speaking confidently, clearly and politely to a range of audiences<br>• Writing coherently in emails<br>• Listening carefully to others to understand their needs<br>• Following instructions and asking for clarity | • Knowledge of hardware, networking or operating systems<br>• Skilled in problem solving<br>• | • Application<br>• Interview |
| Character / Values | • High commitment to safeguarding and promoting the welfare of children<br>• A a deep felt desire to make a difference for young people<br>• Commitment to support and promote inclusion, diversity, and equality<br>• Driven by values and aligned to the seven principles of public life of selflessness, integrity, objectivity, accountability, openness, honesty, and leadership<br>• Humility: a recognition that the more you know, the less you know! Not being afraid to say, 'I don't know'<br>• | | • Application<br>• Interview |
| Personal Circumstances | • Legally entitled to work in the UK<br>• Able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010<br>• Flexible to attend meetings/training sessions outside of usual hours on occasion<br>• Flexible to support out of hours activity on occasion | • Full driving licence<br>• Access to a car with business insurance | • References<br>• Interview |