

HABERDASHERS' ASKE'S FEDERATION

JOB DESCRIPTION

Job Title: Senior IT Support Technician

Reporting to: IT Services Manager

Responsible for: IT Technician

Specific Objectives

Site Management

To be responsible for ensuring that all IT services at post holders home site are delivered both reliably and safely for all users and ensuring that faults and requests are resolved in a timely manner with minimal disruption to the users work. In addition to ensure that service being delivered meets the needs of the Principal of that site.

- Meet with the IT Services Manager at least once a fortnight
- Review the site's helpdesk calls once a day
- Prepare reports on a termly basis on the current operating issues of the department.
- AV Equipment including Installation and Maintenance
- Conducting audits of ICT Technicians' work

Support/Helpdesk

Post holders must: -

- Read and accept all calls assigned to them, within an hour
- Update each open call, once every day, unless it is on hold
- Resolve every call within its SLA
- Escalate calls that are outside of their ability within an hour
- Inform the IT Services Manager of potential major issues immediately
- Record defective equipment within the helpdesk, on the day it is discovered
- Replace defective equipment with a spare, if the defect will take longer than a day to resolve
- Oversee the work of external contractor, ensuring minimal disruption to others and record within the helpdesk, within 24 hours
- Update hardware and software inventory, within 24 Hours of making a change
- Ensure all systems, including peripheral equipment, is safe, clean, fully serviceable and complies with relevant Health & Safety regulations whenever installing, carrying out checks and attending calls

Event Support

The Academy holds a large number of events including but not limited to Assemblies, Parent Evenings, and Concerts. Where AV/IT Services are used in these events, at least one member of the team must attend in order to manage AV/IT Services at events and ensure that the services meet the high expectations of the Federation.

All events are to be setup at least 15 minutes prior to the start time and be attended throughout unless the customer specifies otherwise.

Regular Checks

Regular Checks are carried out in order to capture and resolve long term faults and those that might not otherwise been reported. This helps to ensure the IT Services are maintained.

The minimum level of checks expected is: -

- All IT suites to be checked and signed off once every week, during term time
- Check stock levels in all stores and IT suites once every week, during term time
- All other classrooms to be checked and signed off once every Askean Term using the IT check list rota.

System Development

The Federation expects its IT Service to embrace new technology, while ensuring that its existing systems remain dependable. In order to deliver on the Federations expectations every member of the team is required to: -

- To assist with the evaluation, testing and installation of new hardware and software, following Federation procedures ensuring the security of hardware
- To assist in the continued review and development of the Federation IT resources with an emphasis on preventative care
- To develop a high level of liaison with administrative, curricular and support staff across the Federation. In order to maintain a clear understanding of their aims and IT needs
- To assist in the development of systems for the on-going work of the Federation, maintaining an awareness of developments in the world of software, hardware and related IT topics
- To participate in the work of the federation development working groups

Health and Safety

The primary consideration for all members of the team should be the health and safety of all users of the Federations IT Systems, including themselves. Therefore all members of the team are required to: -

- Assist in the Federations program of Portable Appliance Testing
- Complete or assist in completing risk assessments
- Comply with Health and Safety guidance from the Federation and the Health and Safety Executive
- A sizable amount of the Federation's IT equipment is installed at a high level, including projectors, speakers, and wireless access point. Therefore members of the team are required to work at height on the appropriate equipment including ladders, towers, scaffolding
- Move equipment and consumables around and between federation sites

Security/Data

The security of the Federations data should be the second most important consideration for all members of the team, second only to safety. This includes:-

- ensuring appropriate backups are taken
- ensuring appropriate security software (Anti-Virus, etc) is in place
- ensuring systems are safe from external attack, whether via the Internet or via other means

- ensuring that media containing Federation data is secure at all times and disposed of in a manner that ensures data cannot be retrieved
- ensuring the Federation Data Protection Policy is followed

Equipment

To ensuring that the new systems are marked, the details of serial numbers, etc, logged and that the situation of each system will:

- ensure its continued safe and effective use
- fall within the terms of the federation's insurance schemes

Software

The Federation uses hundreds of pieces of software in order to deliver its services, all of which are subject to their own licencing terms are conditions, which the Federation is bound to follow. Therefore all members of the team are to ensure:-

- That all software is installed strictly in accordance with licensing law, copyright law, and publishers licensing agreements
- That all software is filed correctly within the Federations software filing system and recorded within the software inventory

Classroom Support

The Federations primary role is the education of its students, some courses require students to develop practical IT skill, which are akin to the skill sets of the IT Services Team. Therefore member of the team are to assist teaching staff in the delivery of specialist IT courses where technical skills are required

Other Duties

To assist in the provision of the department other responsibilities including but not limited to

- Copying of Media, CDs and DVDs)
- Taking Photographic and video records of federation events
- To promote equal opportunities in the Federation
- To promote a single Federation ethos
- To undertake any duties as may reasonably be required by their line managers/the Principal

PERSON SPECIFICATION

- A knowledge of TCP/IP
- A knowledge of both wired and wireless networking
- A knowledge of AV Systems
- Ability to work at Height
- Ability to carry and move IT Equipment and Consumables including paper
- Good communication skills when dealing with problems with staff and students
- A logical approach to problem solving
- Excellent organisational skills
- Good time keeper with a flexible approach
- A good telephone manner
- A self-starter who can work on their own initiative
- An ability to remain calm in a crisis
- Experience of any of the following would be an advantage
 - Support Works Helpdesk Software
 - Network switching and set-up of the network switching in comms room
 - Wireless Networking
 - Microsoft Exchange and Microsoft office suite
 - RM Community Connect 4
 - VMware vSphere 4/5
 - Citrix Manager user access to Remote system
 - Print Management
 - EMC and HP SAN Technologies
 - Sims
 - Apple Mac OSX Server and Workstation
 - Dell and HP Servers (including Blade)
 - HP Workstations and Laptops
 - WAN Technologies
 - Microsoft Installer Packages
 - Avaya ACM
 - MIS installation of MIS clients
 - Backup – Veeam – Restore User Files
 - Access Control – SALTO
 - Asset Management – Manage school assets
 - CCTV – obtaining footage from daily events
 - Parent Pay