

Job Description and Person Specification

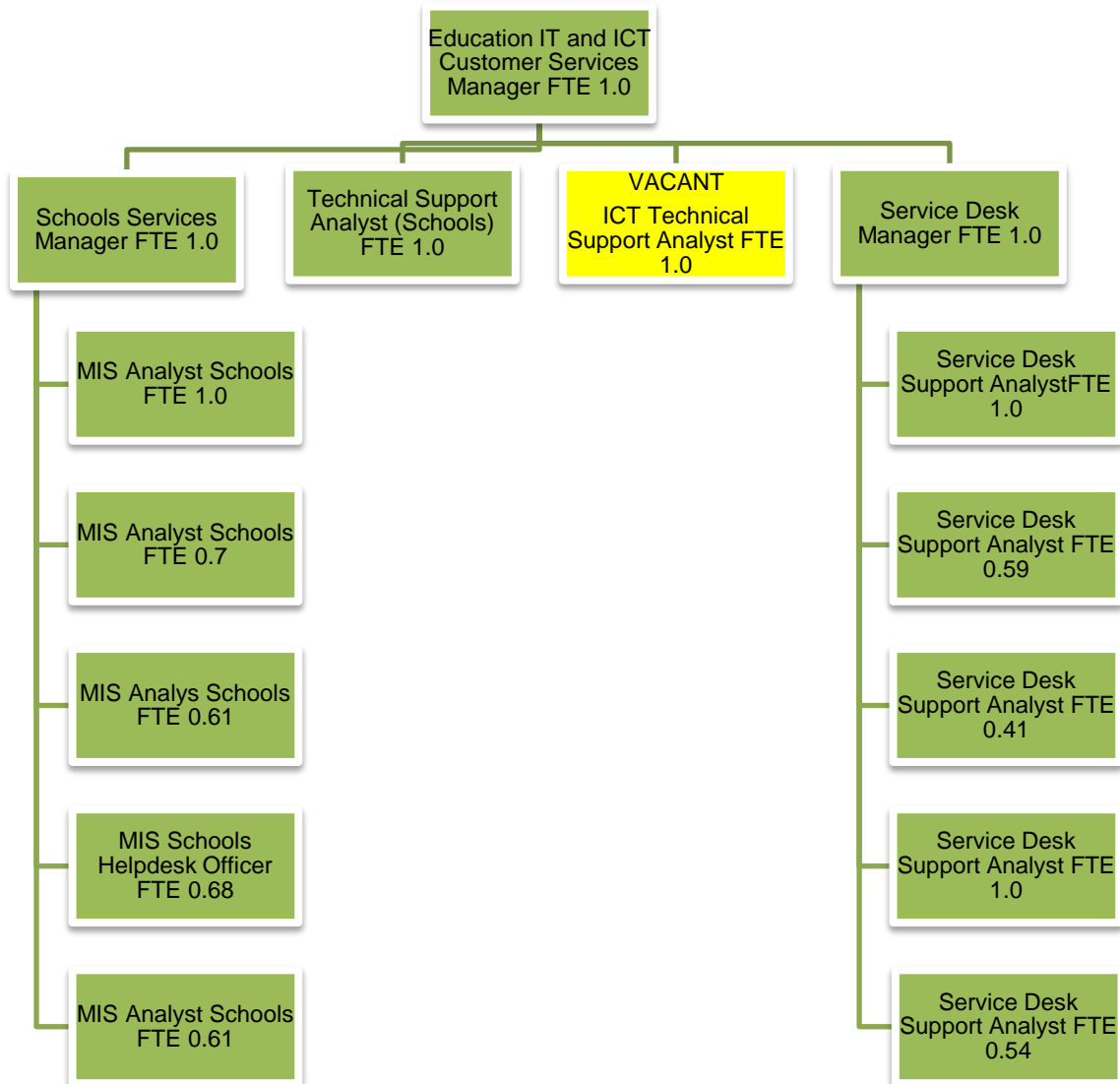
Job title:	ICT Technical Support Analyst
Directorate:	Resources
Service:	Customer Services and ICT
Team:	Education IT
Post number:	
Salary grade:	
Work location:	Market Street
Reports to:	Education IT and ICT Customer Services Manager
Supervises:	NA

Job Purpose

Reporting to the Education IT & ICT Customer Services Manager the role of the ICT Technical Support Analyst is :-

- To ensure the availability and performance of the Schools' Admin and Curriculum infrastructure in supported schools
- To ensure that the technical integrity of Capita SIMS and FMS software is maintained in supported schools
- To provide technical support to the Schools MIS support team
- To schedule, co-ordinate and perform installations, operating system and database server upgrades, maintenance activities and fault resolution activities
- To prioritise and co-ordinate schools technical visits to ensure efficient and effective use of finite resources
- To create, develop, maintain and implement documented processes and procedures for the activities of the Technical Support Team
- To supervise from time-to-time any contractors engaged to provide technical support to schools.
- To seek better, or more efficient, ways to deliver the services of the Technical Support Team

Structure Chart



Main Duties and Responsibilities

- To handle technical ICT help calls as they are assigned by the initial point of contact, resolving them via the most time efficient and/or appropriate method such as telephone, e-mail, remote support or a scheduled visit.
- Troubleshooting and resolving desktop operating system errors.
- Creation and maintenance of user accounts including the assigning of appropriate permissions to ensure security of data.
- Troubleshooting network connectivity issues.
- Installation and support of computer applications including e-mail and Microsoft Office applications.
- To coordinate and implement upgrade and improvement projects, evaluating alternative methods to refine the process, considering implications for the delivery of an effective support service over the long term.
- Provide a one stop shop for the quotation, ordering and installation of desktop and mobile computer hardware and software for schools.
- Liaising with third parties suppliers on behalf of schools when required for the speedy resolution of incidents and problems.
- To maintain an inventory of supported school servers and business critical PCs, advising

Main Duties and Responsibilities

schools on replacement/warranty renewal as appropriate.

- To liaise with office staff, teachers and senior leaders in schools as appropriate, to explain and advise on the buyback support agreements available on admin and curriculum ICT support in accordance with the current Service Level Agreement.
- To carry out daily business critical functions such as monitoring server remote and local backups and maintaining service availability.
- To promote equality as an integral part of the role and to treat everyone with fairness and dignity.
- To recognise health and safety is a responsibility of every employee, to take reasonable care of self and others and to comply with the WBC Health and Safety policy and any service-specific procedures / rules that apply to this role.

Scope (impact on/control of resources, people, money etc.)

- The Education IT service operates on a fully traded service model with schools buying their MIS and Technical support services through service level agreements. Although not directly responsible for administering the budget the post holder should have an influencing role on schools' purchasing decisions which will have an impact on the level of buyback and the overall success of the service.
- The Education IT Technical team makes IT purchases on behalf of schools and the post holder will be responsible for ensuring these purchases are fit for purpose and value for money.
- Responsible for the support and maintenance of the main administrative PC and/or Server running Management Information Software (Capita SIMS) in subscribing West Berkshire Schools.
- Additionally the post holder is required to support curriculum servers and networks and provide curriculum support to subscribing schools as outlined in the SLA
- Working in a commercial environment with competition for schools business increasing all the time the post holder must be able to demonstrate that the procurement and support services offered by West Berkshire deliver value for money and quality.
- The post is designated Essential Car User

Person Specification	Essential/ Desirable	Internal Use Only
Qualifications		
Educated to A level or equivalent	E	1
Level 3 Diploma in ICT Systems or Equivalent	E	2
ITIL Foundation Certificate	D	1
Manual Handling Training	D	2
Experience		
Minimum 2 years working in an ICT support and delivery environment	E	1
Experience of working with end users in a service delivery environment	E	2
Experience of commissioning and troubleshooting ICT hardware and software	E	3
Experience of using remote control and management tools such as SCCM	E	4
Experience of dealing with school staff at all levels	D	1

Knowledge and understanding		
In depth knowledge of Windows Operating Systems	E	1
Sound knowledge of Microsoft Office Suite	E	2
Anti-Virus server and endpoint management	E	3
In depth knowledge of Windows Server and Active Directory, account creation and deletion, Windows updates, printing, DHCP, DNS, RDP, Group Policies, DFS, SSL and MS Certificate Authority	E	4
Sound knowledge of VMWare or Hyper-V virtual environments	D	1
Knowledge of MS Office 365 and SharePoint	D	2
Knowledge of Google G Suite management	D	3
Knowledge of networking protocols and hardware	E	5
Understanding of tools used for deployment and remote management of hardware and software	E	6
Knowledge of computer and internet security and data protection requirements	E	7
Sound knowledge of computer hardware and peripherals	E	8
Knowledge of mobile device management systems Android and IOS	D	4
Skills and abilities		
Ability to use Outlook, and a web browser to access information	E	1
Advanced capability in use of Microsoft Office (Word, Excel, PowerPoint etc.)	E	2
Ability to communicate effectively with a wide range of people, verbally and in writing	E	3
Work-related personal qualities		
Ability to prioritise and manage a complex workload	E	1
A friendly and approachable manner with customers	E	2
Aptitude to quickly learn new hardware and software systems for use and support	E	3
Must be able to demonstrate a calm, rational and clear thinking approach to tasks when under pressure and take full responsibility for the quality and timeliness of own work. Encouraging respect within the Education IT Technical team for skills and strengths possessed by each member, fostering positive team work, being a strong supportive team player.	E	4
Other work-related requirements		
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfil all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	E	1
Full, clean driving licence	E	2
Own car with business insurance and willingness to travel to school sites within West Berkshire and carry ICT equipment if required	E	3
Enhanced DBS check with relevant barred list/s	No	
Is this post politically restricted?	No	