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**JOB DESCRIPTION**

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| **JOB TITLE:** | **ICT Service Desk Technician** |
| **GRADE:** | **Band 5** |
| **REPORTING TO:** | **Trust ICT Manager** |
| **RESPONSIBLE FOR:** | **N/A** |
| **TRAVEL:** | **Between GAET sites as required.** |

**GAET is committed to safeguarding and promoting the welfare of our students and expects all staff and volunteers to share this commitment. This post is subject to an Enhanced DBS Disclosure**

**ROLE SUMMARY**

The post holder will be responsible for efficient handling of customer requests via the Service Desk System and the timely resolution of tasks allocated to them via the system.

To provide field support to all desktop ICT equipment and software.

The purpose of the role is to provide ICT support to the Great Academies Education Trust customers.

**MAIN DUTIES & RESPONSIBILITIES**

Specific objectives and deliverables will be agreed as part of your annual performance and development appraisal process, the points below are a summary of your main duties and responsibilities.

* Provide a first point of contact for all GAET related ICT issues. Manage requests and incidents through the Service Desk Application, providing a first-time fix resolution or allocating to GAET resolver groups or partner IT teams as appropriate.
* Ensure all calls /emails logged through the Service Desk are proactively managed and updated in accordance with the requirements of the service. Maintain accurate manual and electronic records relating to all work carried out and produce the relevant documentation as and when required.
* Deliver productive support to business users, investigating and resolving incidents and requests on a wide range of technical issues and problems. Assess, evaluate and implement the most appropriate solution and course of action for customers within SLA timescales.
* Install, support, maintain, repair and manage ICT hardware, software and peripheral equipment.
* Liaise and work with third party companies and suppliers when required to provide ICT support to customers.
* Secure handling and storing of ICT assets.
* Updating the GAET asset register as and when required, ensuring accurate completion, making sure asset holders are identified correctly.
* Assist the Service Desk Lead in ensuring the necessary procedure and policies are followed to support users throughout the Trust in developing ICT systems. Contribute to the development of procedures and policies to support operational requirements.
* Promote and support the proactive use of ICT across the business to improve staff/customer experience and encourage users to take a more active role in ICT use.
* Always comply with the Trust Code of Conduct and information security policies.

* Your duties may vary from time to time within the broad remit of your role, commensurate with the Band.

| **PERSON SPECIFICATION** | | | |
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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualifications | NVQ Level 4 or relevant experience and knowledge. | ITIL Foundation  Microsoft Certifications | * Application Form * Selection Process * Pre-employment checks |
| Experience | Understanding of PC Operating systems including Windows 7 and 10.  Significant experience of working in a 1st/2nd Line ICT Helpdesk Environment.  Installation of software using manual processes.  PC Hardware fault evaluation and support.  Mobile Device fault evaluation and support. | Understanding of IOS, Android mobile operating systems.  Understanding of Networks, including topography.  Project Management Experience.  Experience of desktop deployment and builds, both using SCCM and manual processes. | * Application Form * Selection Process |
| Skills/knowledge | Excellent ICT skills.    Knowledge of the technical work of an ICT department    Ability to work as part of a team.    Be able to work autonomously with limited technical support to seek solutions to complex and varying ICT problems.  Using your own initiative provide problem determination and effective resolution.  Ability to work independently without supervision and request additional support when required.  Ability to communicate effectively, both orally and in writing.  Ability to plan effectively and organise work.  Commitment to customer service | Good awareness of the role of support services in front line delivery.  Knowledge of Health and Safety issues  Understanding of Network/Domain & Active Directory Setup  Working knowledge of GDPR requirements. | * Application Form * Selection Process |
| Special Working Conditions | Prepared to work ‘outside normal working hours’ e.g. open evenings.  Willingness to participate in relevant training and development opportunities. |  | * Application Form * Selection Process |