

**Job Description**

Title: 1st Line Onsite Analyst

Reports to: Head of Information Technology

Location: CHAT Academies

Hours: Full time, 36 hours per week

Annual Weeks: 52

Contract Type: Permanent

Salary: Negotiable on experience

**Purpose of the job:**

Delivering the 1st line I.T Service function across all CHAT academies to the 2500 student and staff users.

The 1st Line Onsite Analyst will perform as the initial user-response layer on logged Service requests (SRs).

1st Line analysts will engage with all staff and students while based at any one of the trusts five academy schools. The primary function of the role is to deliver the Trust’s I.T Service within the schools through completion of SRs and incidents assigned or owned, also engage and escalate to Senior technical staff to ensure end-to-end completion on assigned SRs/Incidents.

**Main duties and responsibilities:**

* To provide a high standard of 1st line user support to staff and students on SRs and incidents assigned or owned via the Service Desk.
* Perform triaging on all SRs logged into the Service Desk.
* Log-calls via In-Person and Call-ins routes, ensuring they are categorised and prioritised correctly and efficiently.
* Follow-up or chase SRs which are with 3rd party, awaiting user update or On-Hold.
* To; categorise, respond, update and/or escalate SRs and incidents in line with SLAs.
* Meet OLAs and/or KPIs set for the I.T Service which are 1st line focused.
* Empower and enable staff and students to effectively utilise I.T resources and services or systems delivered under the I.T Services.
* To maintain a professional and service-orientated working ethic, which is customer focused.
* Ensuring the day to day smooth running of I.T Services onsite, and flagging any high-severity or high-impact issues to senior technical staff.
* Performing local desktop, laptop or devices installations and overseeing 3rd party installations of any new hardware and software across the Trust.
* Escalation of SRs and incidents in a timely manner, and in accordance to SLAs.
* Assist with trust wide Learning Platform if required for the purposes of Teaching and Learning.
* To assist the Head of IT in user I.T support or training to staff on allocated training days, or provide one-to-one training as required.
* Providing quotations according to local procurement procedures as directed by senior engineers or Head of IT.
* Communicating with Academy staff as guided by senior engineers or Head of IT.
* Support senior engineers in project work outlined within CHAT I.T Programme.
* Learn new technologies as appropriate and be prepared to assist the Head of IT in delivery of IT change.
* Liaise with senior engineers for testing on the following services: VMware, Hyper-V, Citrix, Windows Desktops 7/10, Apple Mac/iOS, Office365/Azure, Veeam/Veritas Backup and Replication, SIMS (Management Information System), Biostore (Biometrics/Cashless), and PS Financials accounting systems.
* To assist senior engineers in production of technical documentation and user-guides for end-users.

**Strategy:**

* Contributing to strategy development regarding 1st line or user-services aspects of I.T provision set by the Head of IT, and assist in the implementation across the Trust.
* Support the Head of IT and senior engineers in the delivery of I.T strategy and strategic projects, (fully supported by IT team).
* To assist the Head of IT in technical training to staff on allocated training days, and provide one to one training on technologies as required.
* Identify software, hardware and working practices required to fulfil functional  
  specifications as defined by the wider IT team.
* Support the Head of IT in maintaining an overall view of the capabilities of the Trust’s IT service and contribute to continuous improvement to meet future needs.

**Operational, Strategic Planning:**

* Provide first and second line fault finding, diagnostic and repair services to support IT users.
* Take ownership of the incoming issue / request once allocated to yourself or your support team; provide regular and detailed updates in the call log of the progress of the current issue / request that you are working on. Liaise within the Internal Team and other support teams, as required, to ensure a successful resolution to each call / request.
* To liaise with third party contacts, arrange warranty repairs, and perform diagnostics.
* Record-keeping and managing inventory of all equipment and ensure that all equipment is security tagged/marked after purchase.
* Delivery of reactive on site visits where remote remediation is no longer possible or time critical
* Assist with the installation, appropriate configuration and maintenance of IT equipment, infrastructure and software in accordance with relevant regulations, copyright and legal requirements. Ensure change is documented and follows a set configuration procedure where available. Ensure work carried out complies with health and safety requirements.
* Monitor the Trust’s systems to ensure they are secure and available, and use is in accordance with the respective Trust’s IT Policy(s).
* Develop and maintain the web and content platforms of Trust IT systems. To keep the website, learning platform, and digital signage screens up to date and develop aspects as required.
* Maintain an awareness of developments in the IT industry and actively seek to develop and broaden knowledge and skills relevant to the post.
* To perform routine maintenance tasks on the Trust’s IT equipment to include computers, printers and other peripherals.
* To monitor, manage and plan for changes in the Trust’s IT resource for safe, effective use by students and staff.
* To update and maintain the Asset Database and ensure high value assets are security marked and recorded to comply with financial auditing procedures.
* To install, configure, maintain/administer and changes in the Trust’s IT equipment and systems for safe, effective use.
* Management of data backups and archiving of critical systems and data.

Supporting the management of servers, both physical and virtual including systems upgrades, backups and development of existing systems.

**Curriculum Provision and Development:**

* To contribute to raising standards of achievement and maximising student attainment with particular regard to IT provision and usage across the Trust.
* To share and support the Trust’s and Trust’s responsibility to provide and monitor opportunities for personal and academic growth.

To facilitate and encourage a learning experience which provides students with the opportunity to achieve their individual potential with particular regard to IT provision and usage across the Trust.

**Training and Development:**

* Engage in internal and external IT/technical training as required to carry out 1st line service requests.
* To take part in the Trust’s staff development programme by participating in arrangements for further training and professional development.
* To work as a member of a designated team and to contribute positively to effective working relations within the Trust.
* To engage actively in the Performance Appraisal Review process.
* To follow Trust safeguarding procedures and undertake training.

**Quality Assurance:**

* To adhere to and to help implement Trust quality procedures.
* To contribute to the process of monitoring and evaluation of the use of IT in line with Trust procedures.
* To implement modifications and improvement where required.

Monitor external contracts and to ensure service providers meet or exceed their obligations including escalating to Head of IT.

**Management Information:**

* To maintain appropriate records and to provide relevant, accurate and up-to-date information for the Trust’s management information system if directed at site\academy level.
* Provide weekly IT service /and statistical reports as requested by the wider IT team
* Ensure the Trust’s data is adequately protected and that systems are used in accordance with applicable Trust policies and legal requirements.
* Ensure systems are secure and documented.
* Ensure IT requests around data, access or information is done only in liaison with senior IT staff.

Review, develop and contribute to the implementation of the Trust’s e-Safety, Data Security and other IT related policies.

**Communication:**

* To communicate effectively with all stakeholders as required.
* To follow agreed policies for communications in the Trust.

**Other**:

* To play a full part in the life of the Trust community, to support its Strategic Commitment and Purpose.
* To actively promote the Trust’s policies.
* To continue personal, professional development.
* To actively engage in the Trust’s self-review and evaluation, Appraisal of Performance processes.
* To comply with the Trust’s Health and Safety Policy and undertake risk assessments as appropriate.
* To comply with the Trust’s procedures concerning safeguarding and to ensure that training is accessed.
* Willingness and ability to work flexible hours including early evening and weekends if required.
* Possess a clean and a valid driving license including drive their own car.

The postholder is required to carry out any other duties consistent with the post, at any site on which the Trust operates.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to maintain a standard of dress conducive to their position as professionals and in setting an example to students.

**Person Specification**

**1st Line Onsite Analyst**

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| **Criteria: E=Essential, D=Desirable** | | **How identified** |
| **Qualifications & Background** | | |
| Degree in Information Communication Technology, BTEC/HND or other relevant Higher Education Qualification. | **D** | Application |
| Microsoft Qualifications MCIPT, MCP / CCNA / VCP or other relevant IT qualification. | **D** | Application/Interview |
| **Experience/Knowledge** | | |
| Experience with providing support to Windows Operating Systems, specifically Windows 7/10 desktops, Server 2008/r2 and Server 2012/r2 | **E** | Application/Interview |
| Experience of 1st line IT user service, service desk functions or 1st line analyst. | **E** | Application/Interview |
| Experience of Image Deployment and/or Local software installs. | **E** | Application/Interview |
| Experience of Windows Update deployment and AV Updates. | **E** | Application/Interview |
| Good understanding of core Microsoft Packages (Office 2013/2016). | **E** | Application/Interview |
| Experience of basic Office 365 user updates or administration. | **D** | Application/Interview |
| Good desktop and 1st line technical troubleshooting skills. | **E** | Application/Interview |
| Exposure to an ITIL Service desk function. | **D** |  |
| **Skills/Personal Qualities** | | |
| Ability to deal sensitively with people and resolve conflicts effectively | **E** | Interview |
| Excellent interpersonal and communication skills | **E** | Application/Interview |
| Excellent planning, organisational, diagnostic and analytical skills | **E** | Application/Interview |
| Ability to work as part of a team in a positive, open and reflective manner | **E** | Application/Interview |
| Ability to keep calm under pressure and meet deadlines | **E** | Application/Interview |
| To be receptive to new ideas, approaches & challenges | **E** | Application/Interview |
| Ability to show discretion and integrity in dealing with confidential information | **E** | Application/Interview |

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| **Safeguarding** | | |
| Shows a personal commitment to safeguarding in Education and promoting welfare and rights of young people | **E** | Interview |
| Can demonstrate an ability to contribute towards a safe environment | **E** | Interview |
| **General** | | |
| Ability to form and maintain appropriate relationships and personal boundaries with young people | **E** | Interview |
| Committed to high standards of customer service | **E** | Interview |
| Committed to equality and diversity | **E** | Application |
| Ability to keep up to date with technical developments and legislation. | **E** | Application |
| Committed to own professional development | **D** | Application |