Job Description

POST: 2nd Line Support Technician

RESPONSIBLE TO: IT Service Desk Manager:
                                 Oasis Centre

SALARY: NJC SP 25-29 (£22,658 - £25,951) plus final salary scheme pension.

KEY RELATIONSHIPS: Oasis Centre Staff and VIP's, National IT Infrastructure Manager, Academy ICT Site Leaders, Regional Service Delivery Managers.

LOCATION: Oasis Academy Marksbury Road, Bristol

WORKING PATTERN: Full time (37 hrs p/w, 52 weeks), Permanent (On a shift rota basis covering the hours of 8am to 6pm).

DISCLOSURE: Enhanced.

JOB PURPOSE: To provide 2nd Line Infrastructure support to National Office. Taking the technical lead on ad hoc projects that are within your level of expertise. Mentoring of other members of the team.

SPECIFIC RESPONSIBILITIES:

- To respond and resolve requests for IT support in line with the IT departments SLA agreement.

- To ensure that all work is carried out in line with Oasis IT policies and procedures.

  To be responsible for the resolution of 2nd line support incidents and\or questions that have been escalated, be it over the phone or at desk side before escalating the incident to 3rd line support.

- To be responsible for the resolution of academy support calls, escalating to 3rd line or 3rd party whenever necessary.

- Supporting and configuring key line of business applications including service desk software, financial software, VLE and internet filtering applications.

- To perform advanced management and administration of User accounts assigning permissions and manage group policies using Active Directory.

- To perform advanced management and administration of Cisco Telephony using Cisco Call Manager.

- To perform management and troubleshooting of Email Accounts\Distribution Lists and distribution groups through Exchange.

- Advise on compatibility of hardware, applications and operating systems, according to user requirements.

- Management of your own incident call queue (i.e. call routing, call updating, and call resolution) using OCMS call manager system, in line with the set SLA and KPI targets.

- Monitor and Maintain hardware and software on the servers; set disk space and printer quotas; create network shares and manage access rights; monitor system logs.

- Installing and supporting server operating systems and application software,

- Producing new technical documentation, and making changes to existing documentation.

- Creating and imaging laptops and PCs using WDS with the latest company image of technologies such as Windows 10 and Office 2016.

- Configuring PC's, laptops, printers, scanners, and advanced troubleshooting.

- Configuring mobile equipment such as iPads, iPhones etc.

- Operating as technical lead on IT projects across the Oasis group. This will include scope of works, procurements etc. within budget.

- Visit academies and sites in order to perform site or project audits and system migrations.

- Mentoring\overseeing junior members of staff on new technologies, projects or procedures etc.

- Assist the Service Desk Manager by carrying out reasonable requests for additional duties as and when required.

- Experience with Apple technologies desirable.

- Plan and help with large or complex Moves and Changes.

- To complete additional ad hoc tasks as and when required.

- To keep the working area clean & tidy at all times.

- All work and tasks must be carried out in line with Oasis IT Policies and Procedures.

- Monitoring and management of Data Protection Manager (DPM) across multiple sites.

- Monitoring System Centre Configuration Manager (SCCM) across multiple sites

- Creating and managing Office 365 components including Exchange, Lync & Sharepoint.

- Third Party management of hosted MIS Systems and Internet Filtering.

GENERAL DUTIES

- To monitor all call queues 1st, 2nd and 3rd line to ensure that calls are updated by yourself or by other technicians in a timely manner and to notify technician's and\or managers if they are not.

- Backup First point of contact for customers, via telephone, walks ins etc.

- Backup First point of response to phone alert for service incident breaches.

- Backup for all 1st Line Support Calls. (1st Line Support).

Safeguarding children and young people

Oasis Community Learning is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

2nd Line Support Technician
Person Specification

Our Purpose
Oasis Academies exists to provide a rich and balanced educational environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

Oasis Ethos
Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. Our work is motivated and inspired by the life, message and example of Christ, which shapes and guides every aspect of each of our schools. This is foundational to our belief that all people are created and loved by God as equal and unique beings, and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of each Academy community.

For further information, please refer to the Education Charter document which accompanies this job description.

Core central services are referred to in this document. These include, but are not limited to:
- Email
- Internet
- Internet Filtering
- Cisco Telephone Systems
- Wide Area Network
- Local Area Network
- Centralised Backup and Recovery
- Technical Project Management
- Patch Management
- Antivirus
- Server and File Storage
- Release Management
- Wireless Networks
- Cloud services
- Group wide internet/intranet technologies

	Essential	Desirable
Qualifications	• Degree or other Higher Education Qualifications or Equivalent Experience in the areas of IT.	• Comptia A+, N+ or other computer qualification. • MCP/CCNA/MCSE qualification (or working towards). • CCNA • ITIL Qualification
Experience, Skills & Knowledge	• A strong IT technical background. • Evidence of being a good communicator. • Enthusiastic approach to Customer Service. • Knowledge of\or experience using a service software package or working to an SLA. • Good technical skills with MS Technologies. • Experience with Apple technologies desirable. • Strongly task-driven/multi-tasking. • Pro-active learner. • Good oral and written communication skills. • Self-motivated. • Sound problem analysis and problem-solving skills.	• Experience of working in the Education Environment. • Ability to identify and set key priorities. • Knowledge of any of the following: Server 2008, Office 365,Meraki, DPM, Apple IOS, MS System Centre Endpoint Protection, SCCM, IP Telephony, Cisco Switches and Wireless AP's, VLANS, MS SQL, Web filtering technologies. • Creating VLAN's within the Oasis Group on networking equipment. • Configure network devices including routers, wireless access points and switches.
Personal Qualities	• Team player prepared to work to achieve results. • Enthusiastic approach to customer service. • Energetic and methodical; possessing the drive and determination to see things through to a high standard. • Willingness to work different shift patterns. • Commitment to safeguarding and promoting the welfare of children and young people.	

	- Willingness to undergo appropriate checks, including enhanced DBS checks. - Have a willingness to demonstrate commitment to the values and behaviours, which flow from the Oasis Community Learning ethos. - Quality focused in all aspects of work.	