PARTNERSHIP SENIOR SUPPORT TECHNICIAN JOB PROFILE

Grade	Job Title	Capsule job profile	Competencies	Qualifications, Training and Development
S6 **£20,628 - £23,669pa**	**Partnership Senior Support Technician** 36 hours per week, 52 weeks per year Business hours with some flexible arrangements according to need	Directly responsible to the ICT Operations Team Leader. Directly responsible for no other staff members, but to mentor the IT Apprentice and work as a member of the ICT support team across The Howard Partnership Trust (THPT). To support the ICT provision for pupils and staff within THPT and its wider learning community. Take an active role in maintaining service and support uptime, monitoring the helpdesk system for aged tickets and directing support technicians as necessary so that helpdesk requests are resolved in a timely manner within the defined SLA's set. To work as part of the ICT team sharing information, technical knowledge and project details to provide a comprehensive service. **Main Duties:** • To assist the Partnership ICT Support Management in strategic planning for ICT • To provide support for users via email, telephone and visiting user locations on the range of supported devices to enable users to effectively complete their work • To provide local support using initiative and prioritising, with assistance for ICT management when possible. • To carry out regular operational, security, virus and audit control regarding the usage of the ICT systems and to ensure site security and data integrity are not at risk • To assist in the maintenance of the computing systems ensuring reliability and accessibility for use. • Liaise with 3rd Party support, assisting with diagnosis and solution of problems. • To provide support for servers and associated routines, including responsibility for administering backups • To install and upgrade hardware and software, including cable installations as directed by the Partnership ICT Support Manager • To promptly rectify faults that may occur, advising the appropriate staff members of the fault and actions taken • To assist in supporting a Virtual Learning Environment within the school	Post holders should demonstrate the competencies identified from the list below: • Understanding of the main hardware and software components of a PC • Strong knowledge of networks, servers and hardware and associated operating systems • Working knowledge of common user applications: Microsoft office applications and server networking software • Ability to install both hard and software units and be able to manage internet connections • Knowledge of Educational tools and software would be an advantage. • Organisational skills in relation to systems, users and equipment • Understanding of impact of Health & Safety and Data Protection legislation in the context of ICT systems desirable • Willingness and adaptability in tackling the variety of tasks arising in a school environment • Act in a professional manner at all times • Able to work and communicate with staff and students • Willingness to learn new skills • Ability to use your initiative and work	Good education to A Level, diploma or degree in related subjects is desirable. Working experience within ICT is essential. Full driving licence required for this role (Contractual Car User Allowance paid on a yearly basis). Post holder should demonstrate a commitment to on-going professional development. Training and development may include: • Induction Training • On Job Training • Familiarisation with College policies and practice • Support Staff Performance Management Programme • Safeguarding Training The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS). THPT is committed to the safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

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		• To undertake system administration duties for users accounts on relevant systems	as part of a team	
		• To develop and support the use of ICT in the curriculum and school administration such as School Information Management System (SIMS) • To help support the ICT networks • To assist with the management of the software library, installing, recording and backing up • To contribute to the maintenance of the hardware inventory • To assist in the setup and maintenance of audio visual equipment for assemblies and functions • To support whiteboards, projectors and audio systems within the classrooms • To evaluate new developments and keep abreast of new products, services, spares etc to ensure that the maintenance of systems and services are carried out in the most economic and efficient manner • Under the direction of the Partnership Head of ICT Operations, to provide support to schools outside of TPHT • To provide support within THPT for ad hoc media requests • Support aims and ethos of THPT, setting a good example in terms of dress, behaviour, punctuality and attendance • Maintain confidentiality in and outside the workplace with particular regard to data on the THPT's computer systems • Be pro-active in matters relating to health and safety • Assist on department projects and input at the required level as necessary	• To share knowledge with the Team • Ability to be accurate and methodical • The ability to use all available diagnostic tools to analyse and resolve problems • Uphold and support THPT's Policies and procedures on the Safeguarding of young people • Good sense of humour	