

POST TITLE: Mobile Service Desk Technician (MSDT)

RESPONSIBLE TO: Chief Technology Officer (CTO)
Applications Delivery Manager (ADM)

RESPONSIBLE FOR: The post holder will provide support to the IT Team to facilitate the smooth running of the school's IT infrastructure, mobile devices, equipment data cleansing, display screen assessments and act as 1st and 2nd line support for IT queries. The role covers all aspects of general support logged through "Freshdesk" LEH's Service Desk ticketing system.

MAIN DUTIES AND RESPONSIBILITIES

- The Mobile Service Desk Technician (MSDT) will act as the first point of contact for all mobile device technical support being managed through the IT Service Desk and supported by the Service Desk Technician (SDT) and Applications Delivery Manager (ADM).
- The role requires a close partnership with the SDT with a combined remit of providing 1st and 2nd line support and expertise, which is all logged and managed through LEH's Service Desk ticketing system currently provided by Freshdesk.
- You will be responsible for Service Tickets that need to be created, recorded and updated on Freshdesk to fulfil the Service Delivery lifecycle, to ensure LEH IT fulfils pre-defined Service Delivery milestones and outcomes.
- The MSDT will record all of the Service Ticket outcomes within Freshdesk to enable the Applications Delivery Manager (ADM) to generate real time workload reports, which can be used to plan future IT Department capacity planning.
- The ADM will work closely with you in your role to generate detailed workload reports from Freshdesk, to support both workload and staff planning.
- In the case of reoccurring issues, such as password resets, the MSDT will write and share via Freshdesk simple "how-to guides" that can be shared.
- Emerging equipment trends will be recorded within Freshdesk and shared with the ADM to highlight any external influencing factors and known trends.
- With support of the LEH IT team, the MSDT will enrol, manage, configure, secure and administer mobile technology through LEH's Workspace 1 Mobile Device Manager system, for which bespoke training will be provided by LEH IT.
- Working closely with some 3rd party service companies that provide services used to deliver mobile and IT solutions.
- In this role you will be required to update the LEH IT equipment asset register, with assistance from the IT team to ensure accurate equipment procurement and disposal records are being kept, while ensuring that all LEH equipment disposal strategies meet GDPR's strict legal obligations.
- You will be required to undertake Display Screen Equipment (DSE) online training to facilitate your working in partnership with the Service Desk Technician to undertake DSE assessments, as and when required or requested by staff.

Service Desk, Mobile Device Management, Administration and Configuration

- You will act as the primary support contact for all iPad devices for staff and students, currently being managed through the Workspace 1 Mobile Device Manager software.
- You will be given in-house training on Workspace 1, to enable you to perform daily administration and housekeeping tasks deployed through Workspace 1.
- You will be assisting the ADM with logging iPad insurance claims with our 3rd party Service Partners, and help facilitate the setup of loan equipment, and undertake the return and repair procedure of the damaged iPad.
- While working at LEH you will be expected to foster an ongoing working relationship with our appointed 3rd party Service Partners used to deliver the iPad teaching and learning ecosystem.

Mobile Telephones

- Act as the primary contact for the provision of staff mobile phones and loan/trip phones.
- For trips that are visiting a destination outside the EU, you will be required to escalate this information up to the Chief Technology Officer so that the correct tariff and provision can be preloaded prior to the trip being made.
- As the MSDT you will acquire, through experience, knowledge of the 3-core mobile operating systems; Microsoft Windows Mobile, Android and Apple iOS.
- You will be given in-house training to enable you to register and manage all staff and loan/trip phones onto LEH's Workspace 1 Mobile Device Manager software.
- You will provide support and assistance to staff to retrieve and download pictures, video and digital content residing upon mobile devices as and when required.

Display Screen Equipment Project and Audits

- Carrying out and documenting DSE outcomes for new and existing staff and escalating issues when required.

Asset Register, Data Cleansing and Equipment Recycling

- Assisting with decommissioning and recycling/disposal of end of life IT equipment in accordance with industry guidelines and legal requirements.
- Working closely with the IT team to create records of decommissioned equipment and update the asset register to reflect disposed of equipment.

General

- To take part in general training programmes provided by the school and in-house departmental training as required.
- To carry out any other duties that may be reasonably required, in line with the department's needs.

Safeguarding

- To adhere to school policy on safeguarding and updating training as required.
- To ensure the safeguarding and well-being of children and young people at the school in accordance with school policies.

This job description will be reviewed and amended in consultation with the post holder as operational requirements change over time

MOBILE SERVICE DESK TECHNICIAN PERSON SPECIFICATION

| Qualifications, Experience, Knowledge and Skills | Essential | Desirable | Assessment (Application Form/ Interview/Reference) |
|---|------------------|------------------|---|
| Vocational or academic qualifications relevant to the duties of the post MCP Certified | | ✓ | AF/I/R |
| A good understanding of Microsoft networks and Microsoft Office products | | ✓ | AF / I / R |
| Basic knowledge of Active Directory and server/client/network hardware basics | | ✓ | AF / I |
| Good understanding of mobile technologies and IT presentation equipment | ✓ | | AF / I |
| Prior experience of working with an RM network and understanding of virtual networks (VCP 4 or 5) | | ✓ | AF/I |
| Knowledge of : Exchange Servers Structured cabling and switches SIMS/FMS The running of MDM RM/Microsoft software image building | | ✓ | AF / I |
| Self-motivated, with an ability to work on own initiative and as part of a team | ✓ | | AF/ I |
| The ability to prioritise, work calmly under pressure and respond positively to varying workloads and deadlines | ✓ | | AF/ I / R |
| Excellent oral communication skills | ✓ | | AF / I / R |
| Competent organisational, planning and presentation skills | | ✓ | I / R |
| An ability to relate well to staff and students and other users, with good customer service skills | ✓ | | AF/ I / R |
| Previous experience of providing technical support within a school environment | | ✓ | AF/ I |
| An understanding and commitment to adhering to school policy on safeguarding | ✓ | | AF /I |
| A willingness to work additional hours if required | ✓ | | I/R |

MAIN TERMS OF APPOINTMENT:

Hours of Appointment

This is a full-time, permanent position, 8.30am-5.00pm, Monday to Friday, 37.5 hours week for 52 weeks a year.

Notice Period

During the 6-month probationary period, the period of notice will be two weeks on either party. After successful completion of the probationary period, the notice period will be 1 month or the statutory minimum, whichever is greater.

Probation Period

The probation period for this role is six months.

Salary

The salary for this role will be £21,648 - £25,256 per annum (negotiable dependent on experience)

Holiday Entitlement

The holiday entitlement is 20 paid working days per year plus the 8 bank holidays. Holidays would normally be taken out of term time.

Pension

Non-teaching staff may join The Lady Eleanor Holles School's Stakeholder Pension Scheme. This is a defined contribution pension scheme; provided the employee contributes 6% of gross salary, the employer will contribute a further 10%.

Other Benefits

- Teachers' Pension Scheme for teaching staff and membership of LEH Group Pension Scheme (with life assurance) for non-teaching staff
- Free lunches, tea and coffee
- Generous occupational sick pay scheme
- 'Care First' Employee Assistance Programme
- Occupational Health Service
- Learning and development opportunities, including financial support for postgraduate study
- Cycle to work scheme
- Free car parking on site
- Library facilities open to all
- Use of 25-metre swimming pool at specified times
- Use of School sports facilities when available.
- Staff receive free or reduced-price tickets to attend the excellent school drama and music productions
- School fee reductions for LEH; the school also has an arrangement for fee reduction at Hampton School for boys
- The school offers a rent or mortgage allowance subsidy for new permanent teaching/non-teaching staff who are at the start of their careers or relocate to the area in order to take up the post

Statutory Checks

An offer of employment is conditional on the following:

- The sight of your passport and verification of Right to Work in the UK
- The sight of two other forms of I.D. e.g. driving licence with paper counterpart, recent utility bill/bank statement showing home address (and dated within 3 months)
- The sight of the original of your marriage certificate (if applicable)
- The sight of your relevant qualifications
- A check of the Barred List/List 99 check
- A satisfactory enhanced DBS criminal record check
- Confirmation of medical fitness including completion of a Medical Questionnaire
- Completion of Bursary Form
- Check of employment history (including satisfactory explanations for any gaps)
- Check of references
- Overseas checks (where applicable)

An application pack is available from the school's website [here](#).

Applications must be made on the school's own form and should be sent to personnel@lehs.org.uk.

The closing date is noon on Wednesday, 18th September 2019.

Interviews to be held w/c: Interviews may take place at any time.

CVs will not be considered and should not be submitted.

The Lady Eleanor Holles School

Hanworth Road, Hampton, Middlesex TW12 3HF

Tel: 020 8979 1601

personnel@lehs.org.uk

Registered charity no. 1130254

Lady Eleanor Holles is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment. All applicants must be willing to undergo child protection screening, including checks with past employers and the Disclosure and Barring Service (DBS)