Job Description & Person Specification
IT Team Leader

IT Team Leader

Salary: Scale 5

Purpose of the post:

To manage the day-to-day work of the IT Help Desk, taking responsibility for the daily administration and operation of the department and work closely with the IT Managers, assisting and enabling them in their role.

Reporting to: Assistant Network Manager

SUMMARY OF RESPONSIBILITIES AND PERSONAL DUTIES:

Service Support

- Provide proactive 2nd line level support, prioritise daily support tasks, respond and follow-up support requests using a clear and simple approach.
- Communicate via telephone, face to face and in writing with IT Support staff, customers and with 3rd party external service providers.
- Propose changes to improve the Help Desk experience for customers and constructively identify issues with the direction, policies and strategies in the interests of the Trust.
- Ensure that IT Support staff complete customer requests within targets defined in any Service Level Agreement.

Project Work

- Installation, maintenance, integration/configuration and/or troubleshooting of ICT system, network equipment and Infrastructure, PCs, applications, AV equipment, projectors, third party software, peripherals
- Assist in the testing of the Disaster Recovery plan, ensuring that all activities are carried out according to the documentation. Review and update the plan as necessary.
- User management, give advice on compatibility of hardware, applications and user requirements.
- Provide resource in support of any projects as necessary.
- Work to achieve agreed objectives, having the freedom to manage without close supervision.
- Identify failing systems and suggest solutions.

Operations

- Act as an initial escalation point for IT Technicians and/or customers with complex queries or raising with an IT Manager if required.
- Allocate and coordinate work to IT Technicians, reassigning and prioritising to deal with changing patterns of demand, staff availability and business need.
- Maintain a broad understanding of ITIL good practice for Help Desk operations. Translate this understanding into activities that supports The Laurus Trust core business.
- Use statistics software packages to collate, analyse and report Help Desk performance results to the IT Managers.

- Encourage and ensure knowledge sharing within the team and wider Central Services Team.
- Provide staff with information regarding incidents, problems and service outages. Explain the circumstances and manage their expectations and concerns. Ensure that appropriate escalation routes are followed when necessary.
- Support day-to-day operations and maintenance of Network and Wireless Infrastructure, Print management, mobile devices, Trust backup solution, anti-virus protection and workstation security procedures and its documentations.
- Work with the IT Managers on a continuous policy development program. Review and update existing processes; review, adapt and maintain Standard Operating Procedures, Management Process and other controlled documents and skills transfer training material.
- Work with the IT Managers to ensure correct implementation of new Trust-wide policies and procedures. Ensure that IT Support staff are aware and receive the correct training with training records updated.
- Work with the IT Managers to develop and deliver skills transfer training to IT Technicians and occasionally other Trust customers, as required.
- Promote safe and responsible use of the internet, including social media, by students and report any instances of inappropriate usage to an IT Manager.

General
- To fulfil personal requirements, where appropriate, with regard to Trust policies and procedures, Trust's Acceptable Use, ICT e-safety and Data Protection Policies, health, safety and welfare, emergency, evacuation and security.
- To take responsibility for promoting and safeguarding the welfare of students in Trust's schools.
- To work positively and inclusively with colleagues so that the Schools and Trust provide a workplace and deliver services that do not discriminate against people on the grounds of their age, sexuality, religion or belief, race, gender or disabilities.
- To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities.
- Flexibility to travel between different sites of the Laurus Trust as required.
- To actively participate in performance reviews at regular intervals in accordance with Trust procedures
- Undertake training courses organised by the Trust where these will assist in the carrying out of the above duties, develop skills which may be required to fulfil those duties in the future or are required to fulfil legal requirements

Person Specification

Attributes	Essential	Desirable	How identified
RELEVANT EXPERIENCE	- Direct experience in an IT Support environment - Proficiency in MS Office, Adobe CC and other relevant IT packages - Technical knowledge of computer hardware, diagnosing & troubleshooting. - Experience of installing & maintaining applications such as Microsoft Office. - Basic understanding of computer networks. - Experience of using Windows, Mac OS or Linux operating systems.	- Experience of working with young people in a school/community environment. - Experience of using iOS tablet devices. - Experience using Audio/Visual equipment. - Configuring network infrastructure such as VLANs & VoIP. - Experience using Windows Server 2016/2019, SCCM & VMware. - Experience using Smoothwall UTM.	- Application Form/ - Interview
SKILLS AND ABILITIES	- Articulate and able to communicate complex information confidently and persuasively both face-to-face, on the telephone and in writing. - Knowledge of relevant regulations, including GDPR, Safeguarding and Copyright - High level of interpersonal skills to persuade others to carry out actions or provide information promptly. - Ability to take all relevant facts into account, analyse the range of options and exercise judgement to refer incidents to the appropriate internal or third party technical experts. - Ability to multi-task and work under pressure when dealing with multiple requests for IT Support and align priorities.	- Experience of video editing. - Experience with task delegation	Application form, Interview and Task
EDUCATION AND TRAINING	Demonstrate commitment to own Continued Professional Development (CPD)	Trained to an MCSA level in Desktop and/or Server technologies, or an equivalent standard	Application Form/

	• Minimum Maths & English GCSE (A*-C) or equivalent. • Experience within an IT support/helpdesk environment	• Educated to degree level or equivalent in a relevant subject.	• Interview/ Qualification certificates
ANY ADDITIONAL FACTORS	• High degree of motivation and enthusiasm to deliver excellent customer service. • Build strong working relationships and partnerships with other departments, external organisations and professional bodies. • Driving licence • Flexible working hours • This post is subject to an enhanced DBS check	• Familiarity with Health & Safety regulations. • Willingness to commit to ongoing Professional Development. • Ability to work at heights.	• Application Form/ • Interview

JE January 2020

The Trust is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment