STEP ICT TECHNICIAN

East Sussex Single Status Grade 7
37 hours per week

Reports to:
STEP Head of ICT /STEP ICT Training and Data Manager

Reponsible for:
There are no line management responsibilities

Role Purpose and Role Dimensions
Undertake high performing and effective first line support for The STEP Academy Trust Academies aligned with the STEP ICT strategy and Service plan. Support the provision of a professional, proactive and commercially focused approach to first line support and onsite activities across all STEP Academies.

Commitment to Diversity
To take individual and collective professional responsibility for championing the Trust's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.

Key External Contacts
- Head Teachers: advising on technical developments and service availability
- Head of ICT and ICT Training and Data Manager: advising on technical developments, reporting on progress following a visit or a technical issue
- LGfL, Atomwide, Capita: dealing with their helpdesks as and when required
- Suppliers of goods and services: follow up on deliveries
- Other LA's: Build relationships
- Government Departments: Fact finding

Key Internal Contacts
- Colleagues : Admin staff, ICT Senior Technicians, Technicians and Apprentices
- Head of ICT: Attend and contribute at ICT meetings

Financial Dimensions
There are no budget responsibilities

Key Areas for Decision Making
- Is expected to be able to identify most efficient solution if more than one option is available.
- It is expected that the person is able to make decisions regarding client ICT systems following own research and by utilising the Trust's knowledge, ask for support from senior colleagues and the manager if unable to find the best choice. Ensure that requests for 1st line support are properly logged on the Trust ICT service desk, assigned and responded to in a timely manner and detailed in agreed response times. All calls on the helpdesk are prioritised based on the impact on teaching and learning and business critical tasks.

Is a satisfactory disclosure and barring check required?
An Enhanced DBS check is essential.

Key Accountabilities

Taking Responsibility

- I am aware of how my behaviour affects others and alter my behaviour to the circumstances in order to achieve positive outcomes;
- I am supportive of colleagues, seeking regular feedback to improve my contribution to the team;
- I demonstrate initiative in my work area by taking responsibility to implement / contribute to the achievement of targets including corporate objectives, escalating issues where appropriate;
- I manage my own performance by ensuring that I meet set deadlines and targets.

Proud to Serve

- I am polite and positive, firm and assertive in difficult situations, while making sure that my responses are based on the need of the individual;
- I manage expectations by being realistic about what can be achieved, taking full ownership of enquiries I receive and wherever possible ensuring they are resolved at the first point of contact;
- I provide accurate and up to date information;
- I use complaints and feedback as an opportunity to learn and further improve service development and delivery.

One Team

- I understand the context of my work and propose changes that make a positive difference to how the work is done and its impact;
- When new work or processes are introduced I adopt them, feeding back ideas for improvement to my line manager.

Honest and Open

- I challenge current ways of working and regularly seek improvements on how my work is done to the benefit of colleagues;
- I make necessary adjustments in response to changes in my work and in my working environment.

Valuing Diversity

- I am able to communicate with a range of people, giving clear answers to queries and seeking clarification where necessary;
- I listen to other people's ideas in a non-judgemental manner and show respect, regardless of my own views or perceptions;
- I comply with data protection/ confidentiality requirements particularly when dealing with sensitive or personal information;
- I am effective at encouraging others to follow Trust procedures;
- I make decisions in line with current procedures and resolve non-standard issues, through consulting those current procedures and escalating to my manager if I am unsure;
- I analyse information to understand the cause of problems and identify the best way to resolve them;
- I quickly involve others in problem solving if it is complex or outside my area of responsibility;
- I learn from mistakes, sharing any learning with others.

Green Commitment

Ensuring both individual and teamwork meets the Trust's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

Data Protection

- Being aware of The STEP Academy Trust's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply;
- Maintaining records and archive systems in accordance with Trust procedures and policies as well as statutory requirements.

Confidentiality

Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the Trust's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity

The Trust has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on Trust accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

PERSON SPECIFICATION

Essential Knowledge:

- Knowledge in customer service techniques for ensuring that full account is taken of users real and stated needs in the delivery of first line support and onsite support;
- Knowledge of trends and developments in the ICT industry and how these could value the user;
- Knowledge of service delivery, support and training, including – service levels, service desk, training, system and database administration, support documentation, user guides, customer self-service, quality assurance and service reviews, monitoring and reporting;
- Knowledge of Service Level Agreements and performance tracking to meet quality and user expectations; knowledge of continuous improvement programmes;
- Knowledge of asset, software and configuration management to best practice;
- Knowledge of tools and methods for monitoring service (and systems) performance and improvement;
- Knowledge of system and user administration function, including system profiles, security and auditing;
- Knowledge of information governance issues including data protection, freedom of information, data security and service specific standards (e.g. Safeguarding Children);
- Knowledge of new technology and support tools;
- Intellectual capacity to demonstrate or acquire an understanding of the broader operating context of The STEP Academy Trust;
- Evidence of ongoing and relevant professional development.

Essential Skills and Abilities

- Ability to help deliver a range of first line support and onsite activities of varying complexity, including promotion of standards, methods and training;
- Ability to help deliver system and user administration functions for critical systems, including service desk, user profiles, security and auditing;
- Ability to demonstrate resilience when facing contradicting priorities or demanding workloads;
- Ability to help improve a range of support activities including system and user administration, acceptance testing, user training and guides, change management, release management;
- Ability to provide clear advice on support issues and not use jargon;
- Ability to influence – and unafraid to constructively challenge;
- Able to process and analyse data quickly and effectively;
- Able to work effectively as a team player;
- A determination to deliver a high quality of service;
- A consistently positive attitude to change;
- Good organisational skills.

Essential Experience

- Experience is ICT support experience working in ICT services industry;
- Experience in ICT service delivery, support and involving service desk, system user admin, user training and documentation.