



Wallington County Grammar School

Job Description - IT Support Analyst

Job Title: IT Support Analyst

Hours: Full Time (36 hours per week), All year

Reports to: Network Manager

Duties and responsibilities:

Specific responsibilities include:

- To provide high-quality technical support, advice and guidance to the staff and students.
- To ensure that all incidents and service requests are logged, investigated and resolved (or escalated where appropriate) within the target time frames as dictated by the associated SLA.
- To retain ownership of the incident and service request tickets and ensure that staff are regularly informed of the status of their incident or service request.
- To identify, implement and document workarounds for problems within the Knowledge Base.
- To deploy and maintain PCs, Laptops, Tablets and other peripheral equipment such as VoIP telephones, printers, interactive whiteboards and projectors, ensuring that this hardware is regularly tested and ready for use when required.
- To install and test new software and software updates, ensuring compliance with software licensing regulations at all times.
- To help maintain the network infrastructure (cabling, patch panels, routers, switches) and associated documentation.
- To set up AV system for use by staff as requested through the Helpdesk.
- To ensure that all systems documentation is maintained and updated as required including the IT Inventory.
- To ensure that backups have completed successfully and trouble-shoot any issues.

Knowledge, Skills and Experience:

- You will be able to demonstrate good knowledge and recent experience of:

- Microsoft Windows operating systems (including Server) and related desktop products.
 - Virtualised server environment.
 - Networking technologies.
 - Knowledge of Active Directory.
 - Familiarity of standard backup practices.
 - Supporting Windows 7 and 10 PCs, laptops and tablets.
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- You must have excellent troubleshooting skills, backed by a clear, analytical approach to problem solving.
 - You must be self-motivated, have a can do attitude and a strong commitment to team-work.
 - You will have a proven track record of balancing priorities and working to strict timescales to deliver results on time and to a high quality in a fast paced, constantly changing environment.
 - You must be flexible and adaptive and be able to handle the various pressures and demands associated with working in a customer focussed IT support role.
 - Your good verbal and written communication skills will enable you to confidently deal with all levels of stakeholders and internal colleagues including 3rd party suppliers.
 - You must be willing to undertake such other duties and responsibilities of an equivalent nature, as defined by your line manager from time to time, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job profile in specific terms.



IT Support Analyst - Person Specification

Criteria	Essential	Desirable
Education & Qualifications:		
Educated up to A Level		✓
English, Maths GCSE (or equivalent) at Grade C or above	✓	
Relevant IT qualification (MCSE / CNA etc)		✓
FITS / ITIL qualification		✓
Skills , Knowledge & Experience		
Good understanding of computer hardware and troubleshooting of software	✓	
Good understanding of Windows operating systems	✓	
Good understanding of network technologies including AD / IP / vLAN / Switch management / Routing	✓	
Good understanding of WiFi and VoIP technologies	✓	
Good understanding of BYOD		✓
Have experience of working in an Education environment		✓
Personal Qualities		
Willing to undertake and commitment to continuing professional development	✓	
Show an understanding of safeguarding responsibilities and the need to work within the School's Child Protection Policy	✓	
Appreciation of the issues of confidentiality and adherence to data protection regulations	✓	
Ability to form good working relationships with students and colleagues and work as part of a team	✓	
Good communication skills	✓	
Good organisational and time management skills and the ability to work under pressure and independently	✓	

• Adaptability and flexibility in working practices and the ability to use their initiative	✓	
• A high degree of professionalism in their approach to work and tasks set	✓	
• Ability to carry and move IT equipment (relevant training will be given)	✓	
• Ability to climb ladders to carry out IT maintenance tasks (relevant training will be given)	✓	
• Willingness to work outside of normal hours and across sites to complete tasks where necessary to avoid downtime	✓	
• Present a good role model for students	✓	
• A good sense of humour	✓	

We expect that a process of continual professional development supports improvement in identified areas as part of the School's appraisal system.

March 2016