



**Job Description for: IT Support Technician**

**Salary: SUP 8 – SUP 10 - £25,239 - £27,064**

**Responsible to: Head of IT – SBC and SBA**

### **MAIN PURPOSE OF THE JOB**

We are looking for a passionate and enthusiastic IT Support Technician to be part of the SBA IT Team. You will provide 1<sup>st</sup> line support for issues and requests, to provide outstanding IT Support for all users, via support case updates, telephone conversations, remote desktop access, or physically at user locations. You may on occasion be required to travel to sites covered by the LSBU Group, as and when required.

### **MAIN DUTIES AND RESPONSIBILITIES OF THE POST**

- Addressing user tickets regarding hardware, software, and networking by phone or face-to-face.
- Supporting users by creating and providing users with simple, step-by-step instructions.
- Configuring and building end-user devices in a timely fashion, for deployment at scale as well as supporting onboard and offboarding of users.
- Administration of identity platforms including Active directory.
- Administration of cloud-based systems (Office 365, Google admin console and Microsoft Azure).
- Provide technical desktop and application support to users on-site, or remotely from another LSBU Group site.
- You will support the installation of new hardware and software applications on the network whilst working with new and existing vendors where applicable.
- You will support device compliance by making sure that devices are patched and running the supported operating system.

- To ensure unresolved issues are directed to the next level of support personnel.
- Follow up with customers to ensure their systems are functional.
- You will support users across the SBA sites and some travel may be required between the sites.
- Support digital signage displays across SBA sites.
- Support in the implementation of the ICT development plan in line with the wider LSBU Group strategy and goals.
- Support in the management of the inventory of ICT equipment ensuring it is up to date and ensuring starters are equipped and leavers return academy property.
- To keep abreast of developments and encourage the effective use of ICT at all levels
- To support staff and students with the set-up and preparation of ICT equipment across academies
- Manage the checking and re-fitting of toner and cartridges
- Support in the management of staff and student accounts and, where necessary, add new members of the academy community and organise the archiving of user materials from school leavers before removal or archiving of their user accounts, in accordance with legislation e.g. GDPR.
- Support senior IT staff within the LSBU Group, including South Bank Colleges, as and when required.
- Support junior IT staff, as and when required.
- Carry out such other tasks that may be required to further the efficiency of the IT department, commensurate with the level of the post holder.

## PERSON SPECIFICATION:

<b>Qualifications:</b>	<b>Essential</b>	<b>Desirable</b>
Good all round level of education to include Maths and English GCSE (Grade A – C) or equivalent level (Level 2)	X	
A minimum degree in an IT-based subject or extensive experience in a similar post		X
ITIL V3 or V4 Foundation certification		X
<b>Knowledge, skills and experience:</b>	<b>Essential</b>	<b>Desirable</b>
Experienced in supporting/operating Windows and Mac OS's	X	
Proven interpersonal and communication skills communicating with diverse customers of varying levels of IT experience	X	
Experience/Knowledge of networks (WAN/LAN, firewalls)	X	
Proven experience in managing Active Directory user accounts including administration of distribution and security groups within Windows Active Directory	X	
Proven experience in supporting Microsoft products including office 365, Google Workspace, Azure Active Directory, Exchange Online and SharePoint Online.	X	
Knowledge in using managing application deployment through SCCM or Intune		X
A minimum of one years' experience of carrying out a similar role.	X	
Experience in working in the education sector		X

<b>Skills and competencies:</b>	<b>Essential</b>	<b>Desirable</b>
Proven work experience as an IT Support Technician – L1 or in a similar role.	X	
Excellent problem-solving and multitasking skills	X	
Ability to perform remote troubleshooting and provide clear instructions	X	
Excellent problem-solving and multitasking skills	X	
Customer-oriented attitude	X	
Good written and verbal communication skills	X	
You must be flexible, adaptable, and capable of handling the various pressures and demands associated with a customer-focused IT support role.	X	