

Job Description

Post: First Line IT Support Desk Analyst

Purpose

To challenge educational and social disadvantage by providing support to the Trust IT provision in order to achieve the highest possible standards and prepare all our students to lead successful lives.

Duties and Responsibilities

- Support IT hardware on site, including repairs, wireless and wired network troubleshooting, reimaging and initial software triage.
- Maintain IT facilities, including multimedia and PCs to enable effective teaching.
- Rapid on-site response to SLA 1 problems in classrooms and other key areas.
- Deliver basic training for key services to all stakeholders on a one to one basis.
- Advise stakeholders on key corporate applications, including file access, one drive, SharePoint etc.
- Active involvement in yearly refresh projects for on-site devices and network infrastructure.
- Ensure servicing and maintenance schedules are undertaken at the most operationally / convenient times.
- Ensure the appropriate skills are upheld in the support team.
- Complete and file service tickets in the service desk system for self and team.
- Record major incidents, remedial activity and future actions.
- Manage access control, including active directory and other key systems.
- Ensure service resources are available where and when needed with appropriate skills across all teams.
- Work as part of a larger team to support multiple academies.
- Participate in the Trust coaching process.
- Engage fully in the Trust appraisal process to fulfil personal potential and be able to participate effectively in the implementation of the Trust's goals and improvement plan.
- Attend meetings / training and carry out administrative tasks and duties as specified on the Trust calendar.
- Consistently implement all Trust policies.
- Contribute to decision-making and consultation procedures.
- Report any safeguarding concerns immediately to a Designated Safeguarding Lead.
- Carry out any other reasonable duties as requested by the Service Delivery Manager.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed annually.