**JOB TITLE: IT Support Desk Analyst (Travelling required)**

Job Description

**JOB PURPOSE**

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| * As an IT Support Desk Analyst, you will provide onsite support for several other campuses across a regional area. Traveling frequently between these campuses you will provide fast, efficient, customer focused I.T support for a wide range of incidents and requests. You will be supported by an extended group of I.T Support Desk Analyst’s based at One School Global UK’s National Support Office.
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**DUTIES**

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| The key duties include but are not limited to the following: **Specific DUTIES** * Traveling daily between campuses to provide onsite support.
* Assist in the management of the hardware assets
* Assisting staff and pupils at each campus seeking I.T assistance whether by service ticket, walk-up, email or phone.
* Perform remote software and hardware troubleshooting and diagnostic for other campus’s when no onsite activities to do.
* Perform software and hardware troubleshooting using diagnostic techniques and pertinent questions.
* Determine and resolve issues using the best solution identified from the original customer description of the incident, questions to the customer and your own troubleshooting.
* Walk the customer through the problem-solving process, where applicable.
* Record, update and resolve tickets in our ITSM platform, Service Now.
* Direct unresolved issues to the next level of support personnel
* Provide accurate information on IT products or services
* Remote Installing of software packages using SCCM
* Installation of network devices with some limited configuration, plus patching into the correct locations/ports.
* Create and maintain customer accounts/permissions/hardware using core administrative tools like Active Directory, Exchange server, NTFS, SCCM etc.

**General Duties*** To perform such other duties as may be requested from time to time, commensurate with the role
* Uphold and promulgate the OneSchool Global UK ethos within all areas of responsibility
* Contribute to, share in and promote the wider and longer-term vision of OSG UK and OneSchool.
* To promote equality, diversity and inclusion and demonstrate this within the role, adhering to the OSG UK Equal Opportunity Policy
* Comply with and support the implementation of all School and OSG UK policies
* To adhere to Health & Safety Policies and ensure all tasks are carried out with due regard to Health and Safety
* To work with due regard to confidentiality and the principles of Data Protection, encouraging others to do the same

**PERSONAL Duties*** To set an example of positive personal integrity and professionalism, with positive, appropriate and effective communications and relationships at all levels
* Ensure high standards are maintained, progressed and promoted in all areas of work
* To undertake appropriate professional development and positively participate in the appraisal of own performance
* Communicate and co-operate effectively and positively with specialists from outside agencies where applicable
* Attendance at staff meetings as appropriate

**SAFEGUARDING** |
| OneSchool Global UK and its affiliated schools are committed to safeguarding and protecting the children and young people that we work with. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks.We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across the school. This is in line with statutory guidance Keeping Children Safe in Education 2020 and The Education Act, we expect all staff and volunteers to share this commitment  |

**Reporting To**

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| * Reporting to the IT Manager and IT Team Leader
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**SUPPORT FOR THE ROLE**

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| The role is supported by IT Support Desk Analysts at OSG UK National Support Office and IT Team Leader. OneSchool Global UK provides a range of support services in areas such as ICT, recruitment, HR, policies, resources and compliance.  |

**ISSUED BY**

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| OneSchool Global UK Issue date: March 2021  |

**JOB TITLE**

**Person Specification**

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| **Specification** | **Essential** | **Desirable** |
| **Experience and Knowledge** | * Excellent customer service and communication skills, with the ability to keep calm under pressure
* Experience as a Support Desk Analyst or other IT Customer Support roles
* Good working knowledge of Microsoft operating systems, Office productivity software and user administration tools
* Have familiarity of Windows based PCs, printers, UPS’s, Switches and other networked devices
* Ability to diagnose and resolve software and hardware issues
 | * Experience of working in an education setting
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| **Education and Qualifications** | * Grade C or above in English and Maths
 | * Microsoft Certified Professional qualification
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| **Skills and Abilities** | * Good communication skills written and verbal
* Good organisational skills
* A positive role model of professional practice and conduct of others
* Good time management skills
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| **Training** | * Willingness to undertake relevant training and identify own development needs
* Committed to ongoing CPD and Professional development
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| **Attributes and Attitudes** | * List Criteria
* List Criteria
* Flexible approach and positive attitude towards work
* Punctual and reliable
* Ability to adapt to changes in the workplace
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| **Equality, diversity and inclusion** | * Knowledge, understanding and commitment to equality, diversity and inclusion informed by practical experience and application
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| **Safeguarding**  | * Knowledge, understanding and commitment to safeguarding and promoting the welfare of students
* Ability to form and maintain appropriate relationships and personal boundaries with students
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The post holder will be required to complete an enhanced Disclosure Barring Service (DBS) Check with a Children’s barred list check, or the equivalent, and must be eligible to work in the UK.

OneSchool Global UK is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

All staff are expected to be committed to the Equal Opportunities Policy.