

GLF Schools - Job Description

Job Title	Regional IT Technician		
Location	Epsom / Ewell	Travel required	Y
Core purpose			
<p>Provide IT Services to schools within the Trust. You will work as part of a busy team providing first and second line support to customers both remotely and face-to-face via the Service Desk and onsite. This is a diverse role supporting a range of systems and users with varying skills. The key focus is to work alongside IT colleagues to provide solutions to all aspects of IT across our schools within the Epsom / Ewell area; primarily at Glyn School and Cuddington Croft Primary School. You will prioritise competing demands and use your technical expertise to support other colleagues with excellent service, as well as helping to support ongoing IT improvement projects.</p> <p>The varied nature of this role requires an intelligent and enthusiastic person who can think creatively to problem solve issues independently, but who also enjoys working as part of a team. A friendly and professional manner is vital as this is a client-driven role, where you will function as an advocate to the solutions and services provided by GLF Schools.</p>			
Key Accountabilities			
<ul style="list-style-type: none"> • Provide outstanding customer service to all stakeholders. • Resolution of first- and second-line incidents with agreed timescales • Escalation of third-line issues to the Technical Delivery Team • Assistance in delivering technology upgrade projects 			
Main Duties			
<ul style="list-style-type: none"> • Recording all incident details and resolutions into the Service Desk • Providing a high level of first-time fix for all incidents • Escalating incidents as required to ensure minimum downtime to services. • Ensuring regular communication updates are provided to the customer until incidents are resolved. • Maintain and contribute to documentation and learning for other colleagues through shared learning. • Assist the Service Desk to ensure incidents that cannot be resolved remotely are as part of a site visit. • Prioritise issue that affect safeguarding, and teaching and learning. • Basic end user training as required. • Keep aware of developments and trends across the IT industry. • Other duties as required by the Head of Operations and Service Delivery Manager • Willingness to work flexibly to suit the needs of the school and to work additional hours on occasion. • Annual leave entitlement will be in line with current contract terms. Leave requests will be managed balancing the needs of school. • On occasion you may be required to assist with covering other Trust schools geographically near to Glyn School. • There will be a need to attend occasional training sessions and meetings with the wider IT team. 			
Safeguarding			
<ul style="list-style-type: none"> • GLF Schools is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will have to meet the person specification and will 			

be required to apply for a DBS disclosure. We particularly welcome applicants from under-represented groups including those based on ethnicity, gender, transgender, age, disability, sexual orientation, or religion.