**JOB DESCRIPTION**

**IT Engineer**

**Role Summary**

*Reports to*: Senior IT Engineer

Direct Reports: None

Working hours:

**Term Time**:

7 hours per day between 8:00am and 6pm, Monday to Friday with an hour lunch break and 8:00am to 1:00pm alternate Saturdays with a half hour break.

Standard weekday shift will be either 8:00am to 4:00pm or 10:00am to 6:00pm.  Weekday and Saturday shifts are on an alternating basis.

**School Holiday**:

7 hours per day between 8:00am and 6:00pm, Monday to Friday with an hour lunch break.

Shifts to be organised by agreement to ensure that the help desk is staffed and operational in line with the SLA between 9am and 5pm.

And:

Additional out of hours working may be required for which overtime will be paid.

The role of the IT Engineer is to provide first line support, in particular roaming support, as directed by the Senior IT Engineer.

**Responsibilities**

1. When directed to do so by the Senior IT Engineer, answer help desk calls, receive face to face customers and/or handle email queries by:
   * Logging the issue
   * If possible resolving the issue at the first point of contact.
2. Undertake fast, knowledgeable and courteous first line support resolution where an issue is allocated to them by the Senior Engineer.
3. Attend classrooms, function rooms, offices or similar to rectify issues that cannot be rectified remotely.
4. Provide support to staff in setting up and operating IT at functions, including, on occasion, out of hours.
5. To carry out any other IT related support or project work as directed by the Senior IT Engineer, Network Manager or Head of IT.
6. To continuously review existing procedures and suggest potential improvements and efficiencies through automation, new technologies and changes to ways of working. In particular, to look for further opportunities to improve our services.
7. To be responsible for and able to evidence own personal development by undertaking relevant training, attending meetings, conferences and events ensuring that you are updated in all matters relevant to the role.
8. To carry out additional duties and tasks that may be required within the range of the responsibilities of the post.

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| **Area** | **Essential** | **Desirable** | **Assessment Method** |
| **Qualifications** | * Good level of English and Maths * Evidence of continued professional and personal development in IT | * A level or equivalent * In the process of obtaining an appropriate professional IT qualification |  |
| **Experience** | * Completion of personal IT projects. | * Track record of IT operational service delivery to demanding customers * Experience of IT in a highly customer focused environment * Experience of IT in an education environment. |  |
| **Knowledge / Technical/**  **Work-based Skills** | * Interested and passionate about the end-customer * Good communication and interpersonal skills * Ability to understand and adhere to Child Protection and Safeguarding legislation. | * Up to date knowledge of IT standards and protocols. * Ability to build relationships with key stakeholders and deliver on commitments. |  |
| **General Skills/**  **Attributes** | * Commitment to continual personal development. * Action orientated * Commitment to team and strong team player * Ability to act on own initiative * Self-motivated, with the ability to adapt to the changing needs and demands of the organisation. * A positive approach to the role, and willingness to work unsocial hours |  |  |
| **Values** | To uphold and live the School values of:   * Community – choose community * Worship – have an attitude of gratitude * Humility – keep your feet on the ground * Stewardship – leave it better than you found it * Service – serve your heart out * Silence – listen more than you talk |  |  |

**All posts holders are expected to:**

* Adhere to and ensure compliance with the Child Protection Policy at all times. If in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risk(s) to the safety or welfare of children at Worth School, these concerns must be reported to the Designated Safeguarding Lead or the Head Master.
* This role is subject to on-going satisfactory DBS checks and references.
* Comply with Worth and departmental Health & Safety policies, procedures and risk assessment ensuring the provision of a safe and secure working environment, in keeping with legal requirements.
* Actively contribute to the continuous improvement process and the ongoing development of a quality culture, for example, changing behaviour and identifying and implementing improvements to processes and activities, and encourage others to do the same.
* The post holder must ensure that any information relating to employees, students and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or managers.

***This job description is indicative of the nature and level of responsibilities associated with this post. It is not intended to be exhaustive, other tasks and responsibilities may be allocated as necessary from time to time.***