Job Description: Junior IT Technician

Reports to: IT Team Leader
Location: South London
Contract: Permanent
Pattern: Full Time (Shift's: 7-3:30pm, 8-4:30pm, 9:30:6pm)
Salary: £25,712

About the role:

We are looking for a Junior IT Technician to join our IT Team in South London to provide excellent customer centric, proactive and reactive support to ensure the continuous availability of the IT equipment within the SLA's and KPI's as defined.

This is a great opportunity for someone to join the team who is able to collaborate with others to achieve high standards of end user satisfaction and demonstrate a proactive approach in building relationships with others.

Key responsibilities:

- Assess incoming incident and prioritise work according to timescales and processes
- Keep accurate and timely records within the incident monitoring system making sure that the end user receives feedback at all times on the progress of faults and changes
- Carry out basic technical investigation into support calls and escalate to the technical team where issues require escalation
- Maintain spare IT stock, warranties and software licences in accordance with the asset register
- Arrange and repair (where required) equipment under the terms of the warranty agreement on specific hardware
- Complete checklists for daily/weekly/monthly tasks as set out by the IT Team Leader
- Create User Accounts, manage permission and passwords
- Maintain our high standards particularly regarding customer communications and response times
- Engage in training opportunities to further develop skills and knowledge in key areas, such as desktop support, networking and operating systems
- Log/update or remove asset register information relating to kit when it is moved/deployed or disposed of within the school
- Escalate issues impacting on your ability to meet specific objectives to the IT Team Leader ensuring issues are flagged in a timely manner
- Provide additional support to end users as required

Roaming

- Manage workload and relationships over several schools

Essential Competencies

- Able to collaborate with others to achieve high standards of end user satisfaction
- Understand the need to adapt your style to suit the end user, communicate in a clear and confident manner
- Demonstrate a proactive approach in building relationships with others
- Put current processes to the test and think of a better way; document the process, utilise and share
- Some experience of identifying and resolving issues relating to the following:
  - Windows, iOS, Mobile Device Management, Chrome devices, printers and print management solutions, projectors, IWB's and other interactive teaching technologies, internet and network connectivity, wireless and local area networks, email, Sharepoint, School Management Information Systems (Bromcom/Scholarpack/CMIS), software

distribution using automated tools (SCCM), school based software/applications, active directory

- A logical approach to problem solving and coordination of the information gathered to assist the technical team where necessary
- Excellent customer service skills and the desire to provide a professional IT service to schools
- Liaising with 3rd party suppliers
- A good standard of written and oral communication
- Ability to work effectively within a team environment, both taking direction from and
- Supporting other colleagues

Other

- To carry out other reasonable tasks from time to time as directed by the Head of IT

Person Specification: IT Junior Technician

Qualifications
- Motivated to work towards an ITIL V3 qualification

Knowledge & Skills
- School working practices and policies
- Data Protection Legislation
- Excellent written and oral communication skills
- Excellent numerical skills
- Understands the importance of confidentiality and discretion

Personal qualities
- A desire to understand how technology works and how it can be used to improve productivity
- Act as a role model for high quality customer service

Other
- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this link.

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this link.