

Job Description: IT On Site Technician

Reports to:	IT Team Leader
Start date:	TBC
Location:	London, Birmingham, Hastings, Portsmouth
Salary:	TBC

The Role

To work with the school and the wider Ark IT team 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.

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 technical investigation into support calls and escalate to the local technical team where issues require escalation.
- Maintain spare IT stock, warranties and software licences in accordance with the asset register.
- Instigate hardware swap outs within the timescales set out by the availability SLA to maintain service availability on failed devices.
- Arrange and repair (where required) equipment under the terms of the warranty agreement on specific hardware.
- Produce formal damage reports as per the damage report process.
- Maintain and complete checklists for daily/weekly/monthly tasks as set out by the IT Team Leader.
- Provide assistance in coordinating the testing and installation of new 3rd party software or services.
- 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.
- Coaching and mentoring IT Apprentices.

Roaming

- Manage workload and relationships over several schools

Essential Competencies

- Demonstrable experience working within a school or other related environment.
- Able to put the end user at ease and deal sensitively with issues/complaints.
- Able to collaborate with others to achieve high standards of end user satisfaction.
- Act as a point of reference for queries from other team members.
- Use expertise to reach effective resolution and prevention of future incidents.
- 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.

- Able to quickly modify priorities and actions to meet end user/management requirements.
- Put current processes to the test and think of a better way; document the process, utilise and share.
- Technical experience of receiving and resolving issues in IT within schools across a range of devices.
- 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.
- Excellent analytical skills when identifying issues
- 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

Other

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

Person Specification: IT Onsite Technician

Qualifications

- MTA desirable
- Motivated to work towards an ITIL V3 qualification

Knowledge and Experience

- Experience of Active Directory
- School working practices and policies
- Data Protection Legislation

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

Specific skills

- Excellent written and oral communication skills
- Excellent numerical skills
- Understands the importance of confidentiality and discretion

Other

- An understanding of, and empathy for, the ethos and ambitions of Ark
- Commitment to Ark's mission
- Commitment to equality of opportunity and the safeguarding and welfare of all pupils
- This post is subject to an enhanced Disclosure and Barring Service check.

Ark is committed to safeguarding and promoting the welfare of children and young people in our academies. In order to meet this responsibility, we follow a rigorous selection process. This process is outlined [here](#), but can be provided in more detail if requested. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.