

Job Description



Job Title:	IT Service Support Engineer	
Department:	IT Services	
Line Manager:	IT Service Support Manager	
Job Purpose:		
<p>To provide 1st and 2nd line IT support to GWC Staff and Pupils via email, phone and face-to-face, providing prompt and professional service by taking responsibility for each reported issue and escalating when necessary.</p> <p>To lead and support projects within the IT portfolio to support the delivery of the strategic and operational objectives</p> <p>The post-holder will work to develop, test, install, configure and troubleshoot a range of issues associated with hardware, software, networking and audio-visual equipment.</p>		
Main Responsibilities:		
1	<p>IT Service Desk Support</p> <p>To provide a prompt and professional IT support service to all GWC staff by investigating and resolving issues remotely via telephone, email, TeamViewer or face-to-face.</p> <p>To provide 1st and 2nd line support to resolve tickets raised in our Service Desk quickly, efficiently and with a strong customer service focus.</p> <p>To support multiple operating systems, particularly; MacOS, Windows 10, iOS, ChromeOS and Android.</p> <p>To support numerous services and applications, including but not limited to; Google Services, Microsoft Office, Glow, PASS and 3SYS, Adobe Cloud, Projector and Promethean boards, Active Directory, WiFi, BYOD, Sophos Antivirus, and printer management.</p> <p>To support a range of IT-specific systems in managing our estate; deployment systems (JAMF, MDT & InTune), security systems, hardware and software inventory, etc.</p> <p>To undertake administrative tasks that are issued via the Service Desk (TOPdesk), including processing new starts and service requests.</p> <p>Maintenance and continuous updates to the internal knowledge base documentation by adding common issues, standard solutions, FAQs and guides.</p>	60%

2	<p>Project Management and Support</p> <p>To undertake/oversee projects that are assigned to the role holder. To manage and deliver projects aligned to the GWC methodology, ensuring best practices is adhered to and projects are delivered on time and within the allocated budget.</p> <p>To provide input/support for ongoing projects within GWC - e.g. Software Asset Management, Annual Rolling Device Replacement Program Self-Service Portal etc.</p> <p>To provide bespoke and standard documentation to help implement & close down completed projects and share knowledge with others in the team.</p> <p>To undertake a range of projects over the year as well as planning and delivering routine and allocated projects during the key holiday periods.</p>	30%
3	<p>Maintenance</p> <p>To undertake research and planning of necessary maintenance for GWC hardware, software and services to fulfil customer requirements.</p> <p>To plan maintenance diligently with business impact/downtime in mind, liaising with stakeholders who may be affected, and undertaking work out-of-hours as necessary.</p> <p>Taking corrective actions and/or escalating significant issues or risks to prevent incidents or major impact on school services and core operations.</p>	10%
Key Contacts and Working Relationships:		
<ul style="list-style-type: none"> ● All Staff and Pupils within GWC ● Closely with IT Services colleagues and Facilities Management. ● IT Service Support Manager for escalation of critical issues. ● 3rd party suppliers for various systems, (eg. Civica, ParentPay, WCBS, Cisco, EMC, VMware, Capital-Solutions) concerning Projects, installs, upgrades, support & procurement. 		
Planning and Organising:		
<p>The vast majority of helpdesk requests require the post-holder to be reactive and respond to high-priority requests with appropriate urgency. Lower/mid priority are more numerous and it is the responsibility of the post-holder to prioritise and resolve these issues accordingly to an appropriate time scale. Issues affecting Learning & Teaching, as well as other system-wide problems, often take priority over Project tasks that have been scheduled and planned.</p> <p>The post-holder must plan their assigned projects through the IT Project Governance laid out by the Head of IT Services and Portfolio Manager, ensuring that projects remain on schedule and are delivered on time and within budget.</p> <p>The post-holder must plan and prioritise work around 'the school day' as many customers may be teaching or be unavailable at certain times as well as balancing project work with helpdesk activities - these can often be conflicting requests and issues and the post-holder must be able to plan and organise effectively.</p>		
Problem Solving and Decision Making:		

The post-holder must be able to make well-informed decisions to resolve issues promptly; both independently and escalating as necessary.

Be able to recognise the severity of a major issue and have the ability to make quick and well-informed decisions in a pressured environment, to perform the appropriate action to resolve a high-priority issue quickly.

Undertake both routine and complex IT-related issues; resolving them by utilising documentation, or investigating and troubleshooting an appropriate fix and diagnosis.

Resources and Requirements:

Responsible for ensuring that all support requests are carried through to resolution, by directly resolving the issue or escalating as appropriate.

Must be able to work independently and as part of a small team.

No line management responsibilities.

No strict budgetary responsibility, but will recommend purchases and solutions with cost efficiency in mind.

Must be proficient in time management, and prioritisation with excellent communication skills.

Knowledge, Skills and Experience:

Essential:

- Qualification in IT related subjects or equivalent experience & professional certifications
- Demonstrative experience in a busy customer-focused environment
- Experience supporting a mixed environment of Windows (Microsoft), Mac (Apple), and Linux (Chrome) end-user devices and systems.
- Knowledge and experience in supporting Microsoft Server operating systems
- Experience administering and maintaining Active Directory
- Knowledge of operating system deployment technologies.
- Experience working individually and as part of a team on support requests and projects.
- Excellent communication skills all round (email, written, telephone, face-to-face, etc.)
- Strong deduction capabilities to narrow down options with regard to IT-related issues.
- Show passion and enthusiasm to provide professional customer service.
- Open to flexible working patterns to suit the needs of the organisation's changing priorities and be available to work overtime when/as required.
- Excellent organisational and planning skills and the ability to remain calm under pressure.

Desirable:

- Degree in relevant IT-related fields.
- ITIL Foundation
- Microsoft and/or Apple qualifications
- Working knowledge of Google Apps and GSuite administration (Gmail, GDrive, Google Docs, GoogleSheets, GoogleSlides, Google Classroom, etc.)

- Experience administering database and/or MIS systems (MS SQL, MySQL, PASS & 3sys, etc.)
- Working experience of deployment technologies and system management solutions, such as Jamf, SCCM, Autopilot, SCOM, etc.
- Managing cloud-hosted platforms such as AWS and Azure.
- Migrating on-premise hosting to cloud platforms.