Post: ICT Senior Technician

Location: Head Office locations (primarily Birmingham Office with travel to Wolverhampton Office and other OAT sites when required)

Salary: £28,000, plus benefits (LGPS, 24 days annual leave + statutory holidays, health cash plan, EAP, retail discounts)

Status: Full time, permanent

Hours: 36.5 hours a week, Monday to Friday flexible to meet the needs of the business. Working out of office hours may occasionally be required.

Reports to:Web Services Manager

Job Description and Responsibilities

The Senior ICT Technician role at OAT Head Office is a wide and varied role, including systems management, monitoring and support across Head Office Operations. The Senior ICT technician will report directly to the Web Services Manager and will be responsible for the day to day management of all ICT Services at Head Office and be the first point of contact for IT Support incident escalation and problem management for all Head Office staff.

The post holder will manage expectations when faced with unidentified faults and be able to clearly communicate how faults are being managed. The Senior ICT Technician should be approachable and be able to communicate clearly with all relevant stakeholders, to ensure all IT support requests are dealt with effectively and efficiently and resolved to the required standard. The ideal candidate will take a proactive approach in dealing with IT support requests and software/equipment faults to ensure a high standard of support is always maintained.

As well as day to day support the Senior ICT Technician is required to monitor all critical systems, such as anti-virus, networking equipment, server hardware systems, and respond to alerts generated by these systems appropriately. The role will include some budget responsibilities such as placing purchase orders, managing stock levels, researching, and recommending new replacement equipment and dealing with suppliers.

Main duties and responsibilities

**Service Desk**

* Provide first line and support second line ICT support to staff
* Fault diagnosis and repair of ICT hardware, software, tablet devices, equipment, and consumables
* Installation, relocation and replacement of ICT hardware, software, tablet devices, equipment, and consumables
* Routine maintenance of ICT hardware, software, tablet devices, equipment, and consumables
* Perform analysis and diagnosis of first- and second-line software incidents Provide recommendations and implement corrective solutions
* Assist the Web Services Manager with installation, configuration, and testing of new IT hardware and software
* Advise staff on the likely compatibility of new software and hardware
* Maintain a comprehensive database of all support requests including details of progress towards resolution
* Ensure support requests are prioritised and support is provided in a timely manner
* Set up equipment for activities as required and provide assistance at events as required
* Resolving first line technical issues, providing advice and guidance to employees
  + Ensure all tickets are managed within service level agreements and KPI’s
    - Ensure clear ticket updates
    - Initial triage and assessment of incidents and service requests
    - Manage a customer ticket both technically and procedurally via
    - Phone, Email or Web portal in line with defined SLAs and KPIs
    - Escalation and pro-active chasing of Vendors and external support groups
    - Manage own ticket queue and assist other team members where appropriate

**Managing Supplier Relationships**

* Maintain an understanding of SLA with suppliers and the priority for each supplier service
* Escalate and assist the Web Services Manager in second line technical issues as and when they arise
* Supporting with liaising and managing relationships with ICT service suppliers
* Contact and liaise with manufacturers and suppliers to troubleshoot issues, as and when they arise and manage the timescales and responses

**Asset Management**

* Take responsibility for managing the IT asset register for all equipment and software
* Ensure starters are equipped and leavers return Trust property

**Infrastructure Management**

* Create and manage all network user accounts, ensuring correct access rights and audit as required
* Manage allocation of hardware across Head Office Sites
* Monitor network for problems and inappropriate use
* Work alongside the ICT Regional Team to maintain and develop network
* Assist with the design and implementation of changes to ICT software and hardware and liaise with staff on the specifications of new software/hardware as appropriate
* Carry out regular housekeeping across network including servers
* Monitor and maintain backups of the network
* Monitor and maintain internet connectivity
* Ensuring the smooth running of printers / multi-function devices throughout the business
* Ensuring the smooth running of landline phones, mobile phones and 4G devices throughout the business
* Ensure that computer workstation images are kept up to date with latest patches, updates etc and support the deployment of images where necessary

Training and development

* Carryout staff inductions for ICT equipment and keep records of staff training and compliance
* Maintain appropriate levels of training in the role, keeping up to date with new initiatives and developments in ICT
* Attend events and training as required
* Support identifying training needs and helping to deliver training for staff as needed to operate ICT systems
* Keeping knowledge up to date in the areas of ICT to support the Trust selecting future appropriate, cost-effective ICT solutions

Data Protection & cyber security

* Adhere to the Trusts data protection polices and processes
* Support the Trusts Data Protection Officer (DPO), carry out data protection impact assessments (DPIA) on new and developing areas that require data processing & recording
* Support the Trusts Data Protection Officer (DPO) by providing information to ensure that the Trusts eco system which tracks, and records types of data stored and where is kept is accurately maintained
* Support the DPO to ensure that where required; evidence of compliance is recorded as required in the Trust data protection polices and processes
* To ensure the Trust’s local ICT infrastructure, data storage and usage are GDPR compliant
* Report any data breach of the Trust’s ICT acceptable use policy to the Data Protection Lead
* Support the Data Protection Office investigate data breaches of Head Office
* Support the Web Services Manager ensure that systems are secure and robust against cyber attack
* Keep up to date with copyright & data protection laws

Line management

* To deputise for the Web Services Manager in their absence ensuring that all ICT tasks and support functions continue as normal

Budget management

* Support the management and control of the ICT budget, to ensure expenditure does not exceed agreed levels
* Raising Purchase Orders for new equipment and maintaining stock levels of consumables
* Support with budgeting activities by providing expertise and detail on costs for purchasing, operating, and managing ICT goods and services

General responsibilities

* To adhere always to the Trust’s policies and procedures
* Maintain confidentiality of information acquired while undertaking duties
* Ensure that work is completed in compliance with relevant legislation and procedures relating to this role
* Ensure GDPR principles are embedded in normal working practices
* Post holders may be required to work flexibly to meet the business needs All staff are required to partake in performance management and training activities
* Be aware of safeguarding and promoting the welfare of children and to report any concerns in accordance with the Trust’s safeguarding policy

The above list is not exclusive or exhaustive, and Head Office may require the post holder to undertake duties commensurate with the level of the role. As part of your wider duties and responsibilities, you are required to promote and actively support the Trust’s responsibilities towards safeguarding.

The Trust expects that employees deal with people politely and tactfully, communicating with colleagues both formally and informally.

DBS

* An enhanced disclosure and barring check will be a requirement for this post

Person Specification

| **Skills and qualifications** | **Essential -E / Desirable - D** | **Assessed at Application (A) / Interview (I)** |
| --- | --- | --- |
| * Good general level of education. A-levels or equivalent, with GCSE grades A-C or equivalent in English Language and Mathematics | E | A |
| * Hold a recognised computer or network qualification at NVQ level 3 or equivalent experience. | E | A |
| * ITQ level 4, Microsoft Certification IT Professional level 4 or equivalent qualification or experience in an ICT related discipline | D | A |
| * Degree in relevant subject or equivalent qualifications | D | A |
| **Knowledge and experience** |  |  |
| * 3 years’ experience in a similar technical support role | E | A / I |
| * 2+ years’ IT support or customer service experience | E | A / I |
| * Hands-on experience troubleshooting multi-site networks | E | A / I |
| * Hands-on experience troubleshooting hardware, locally and remotely, such as desktops, laptops, servers, routers, bridges, switches, hubs, printers, mobile devices | E | A / I |
| * Technical knowledge of Microsoft operating systems for managing and configuring systems (Windows 10) | E | A / I |
| * Good knowledge of Microsoft cloud services   + Microsoft 365   + Azure   + Microsoft Teams   + SharePoint | E | A / I |
| * Building solutions, using Power BI | D | A / I |
| * Building solutions, using Power Automate | D | A / I |
| * Building solutions, using Power Apps | D | A / I |
| * Microsoft Server Management | E | A / I |
| * Microsoft Virtual Server Management | E | A / I |
| * Microsoft Active Directory | E | A / I |
| * Microsoft PowerShell | E | A / I |
| * Exchange | E | A / I |
| * DNS, DHCP | E | A / I |
| * Good knowledge of Google cloud services | D | A / I |
| * Good knowledge of 3rd party cloud applications apps such as ZOHO, Hoge | D | A / I |
| * Good knowledge of Android, Mac OS, iOS integration | E | A / I |
| * Ability to articulate technical ideas to non-technical people, both verbally and in writing | E | I |
| * Knowledge and/or qualification in a recognised framework for IT service delivery, e.g. ITIL Foundation certification; | D | A |
| * Proven track record of ICT responsibility and delivering measurable improvements in ICT service delivery to a tight budget to meet organisational objectives | D | A |
| * Understanding of networks, LAN, WAN, VLAN, and internet topologies, protocols, and techniques together with a proven technical background in desktop computers, peripherals, software and other hardware | E | A / I |
| * Working knowledge of relevant policies, procedures, codes of practice and awareness of relevant legislation | E | I |
| * Working knowledge and understanding of the range of relevant policies / codes of practice and awareness of relevant ICT legislation, including those relating to compliance with the GDPR and Freedom of Information Acts. | E | I |
| * Knowledge of budget planning and management | D | A / I |
| * Ability to understand, analyse, and explain ICT to colleagues in an effective non-technical way | E | I |
| * Ability to troubleshoot and problem solve technical issues quickly and efficiently for colleagues | E | I |
| * Be confident in dealing with stakeholders at all levels | E | I |
| * Good interpersonal and communication skills, both written and verbal | E | I |
| * Ability to manage priorities in a pressurised environment whilst meeting agreed deadlines/timescales | E | I |
| * Be able to respond quickly and flexibly to changing deadlines and targets | E | I |
| * Experience of working in an education environment | D | A |
| * Understanding of client/server architecture and more recent cloud services | D | A |
| * Willingness to work flexibly when required | E | I |
| * Excellent knowledge and understanding of internet protocols and standards | E | I |
| * Knowledge and understanding of IP telecommunications principles | D | A / I |
| * Willingness to keep up to date with the latest IT technologies to advise and to maintain effectiveness | E | A / I |
| **Personal qualities and attributes** |  |  |
| * Have a high level of integrity and credibility | E | A / I |
| * Able to self-lead, develop and motivate to achieve goals | E | A / I |
| * Analytical and problem-solving skills | E | I |
| * Ability to perform the physical tasks required by the post | E | A / I |
| * Ability to motivate and lead others | E | A / I |
| * Be committed to continuous personal and professional development to maintain and extend skills and knowledge | E | A / I |
| * Good interpersonal skills with all members of the OAT HO community and 3rd party support providers | E | A / I |
| * Reliable, honest, and trustworthy | E | A / I |
| * Able to work on own initiative, self-motivated and flexible | E | A / I |
| * Willingness to be trained and keep up to date with changes in all relevant legislation including health & safety | E | A / I |
| * A willingness to embrace and celebrate the ethos and values of OAT as an organisation | E | A / I |