

Organisation:	Luminate Education Group
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	Luminate Education Group
Core Job Role:	IT Support Technician
Job Title:	IT Support Technician
Reports to:	IT Support Team Leader
Grade	LC5
Date of compilation:	January 2022

ROLE SUMMARY:

SPECIFIC ROLE RESPONSIBILITIES:

1. Install, configure, test and maintain IT/AV hardware, operating systems and software applications in relation to college desktop computers, laptops, mobile devices, mobile / fixed telephone handsets and all multimedia, classroom and assistive technologies in line with departmental service level standards.
2. Provide a courteous and highly customer focused technical support service

CORE RESPONSIBILITIES:

1. Installation, configuration and maintenance of computer hardware and software in relation to all college Desktop Computers and Laptops in line with departmental service level standards. Provide a comprehensive, customer focused diagnostic and repair service for all items of IT hardware.
2. Configuration, technical and general operational support for customers in the use of all classroom technologies including multimedia and assistive technologies such as Projectors, Interactive and Standard TVs, Interactive Whiteboards and Audio Systems.
3. Maintain all equipment to a high standard, being responsible for regular maintenance as necessary. Provide a comprehensive, customer focused diagnostic and repair service for all multimedia and assistive technologies.
4. Provide IT training and guidance in the form of 'User Guides' or 'How to Guides' on hardware and software technologies.

5. Liaise with 3rd party suppliers ensuring hardware is repaired within service level standard timescales. Develop innovative methods for in-house repairs of IT / AV equipment to increase service life
6. Installation, configuration and support for all VoIP fixed telephone and mobile handsets along with mobile devices in line with department service level standards. Familiarity with the deployment and management of profiles and apps (free and paid) using the College's Enterprise MDM solution.
7. Provide computer network connectivity, including patching of network cables from patch panel to network switches alongside the support of the Network Infrastructure Analysts.
8. Clear focus on achieving maximum performance and reliability of all campus IT / AV services and learning technology equipment in line with departmental service level standards.
9. Provision of exceptional customer service and customer satisfaction. All incidents and requests are recorded and resolved in line with department service level standards.
10. To take ownership of allocated IT incidents and progress them to a satisfactory conclusion, keeping customers regularly informed of progress.
11. Relocation and reconnection of IT resources to facilitate accommodation changes on campus
12. Operational responsibility for the security, maintenance, asset tagging, storage and disposal of college IT/AV resources in line with departmental policies and procedures and in line with the college's legal obligations.
13. To keep professionally up to date via training courses, user groups, seminars, workshops, self-development and the Internet in order to keep abreast of new developments in IT and classroom technology.
14. Work with other campus IT Technical teams to share relevant expertise in order to deliver robust IT Services across the College.
15. Audit, record and review all IT assets across the campus
16. Working alongside the ITSS IT/AV Support Team Leader, regularly review our IT services and processes as part of our commitment to Continual Service Improvements
17. To attend regular Campus IT/AV support team meetings, providing a forum for discussion and information exchange.
18. Work closely with ITSS IT/AV Support Team Leaders to ensure effective collaboration, recording and updating of all customer incident issues on the ITSS Service Desk system.
19. Work closely with ITSS IT/AV Support Team Leaders to embrace new technologies and work with the Learning First Coordinators, Learning Leaders and curriculum colleagues to embed Microsoft, Google and Apple technologies in a hybrid strategy.
20. Where required, use basic video and audio capturing equipment and editing software to support teaching and learning
21. Where required, assist the Service Desk team during exceptionally busy periods and ensure calls are answered, minimising disruption to customers

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

Few rules & clear boundaries

The ability to be creative, within areas of focus.

Ownership & performance

Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Energy & enjoyment

Fostering an environment that enables our people and learners to be brave, interact and have fun.

Creative & reflective

Always hungry to learn and looking ahead to see what is on the horizon.

Passion & ambition

Encouraging all to think aspirationally, inspiring others to do the same.

Collaborative & responsive

Proactively seeking opportunities to create synergies and positive outcomes for all.

Person Specification

Job Title:	IT Support Technician
Department	ITSS

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. Level 3 qualifications in English and Maths.	A
E	Q2. IT Service Management (ITSM) Qualification or proven experience in an IT Service Support role.	A
D	Q3. Microsoft Certified Professional (MCP) or (MCDST), or equivalent.	A
D	Q4. Google qualification such as Google Educator in Google Apps for Education.	A
E	Relevant IT network qualifications for example CISCO qualifications.	A / I
D	IT Service Management (ITSM) qualification(s) for example ITIL Foundation Certificate or proven IT Network experience in an IT service support environment.	A / I
Experience and Knowledge		

Essential (E) Desirable (D)	Criteria	Method of assessment
D	EK1. Comprehensive ITIL skills and service experience	A / I
E	EK2. Provision of and delivery of an exceptional customer focused IT service. Exceptional levels of customer satisfaction in an IT/AV support	A / I
E	EK3. Knowledge, understanding and technical support of computer operating systems including Microsoft Windows, Apple OSX / iOS and Google Chrome	A / I
E	EK4. Installation, configuration and support of Multimedia and Assistive Technology software applications including but not limited to TextHelp Read and Write for Windows, Chrome, iOS and OSX and Dragon Naturally Speaking	A / I
E	EK5. Installation, configuration and troubleshooting of computer hardware systems including but not limited to PCs, Laptops, Mobile Devices, VoIP Telephones, Mobile Phones and Printers.	A / I
E	EK6. Installation, configuration and troubleshooting of computer application software including but not limited to Microsoft Office, Google Products, Adobe CC, Virus Protection Software, Internet Browsers, Streaming and Cloud Services. Ability to develop a sound understanding of bespoke critical college systems	A / I
E	EK7. Using Windows Deployment Services (WDS) to create custom Windows PC images, inject drivers, share standard images across WDS infrastructure and deploy images to client PCs.	A / I
E	EK8. Comprehensive knowledge and understanding of desktop computer and mobile operating systems including but not limited to Windows OS (XP, Windows 7, Windows 8.1, and Windows 10), Apple OSX, Apple iOS and Google Chrome. Expertise in Microsoft, Google, Adobe Products and device-based app deployment using MDM solutions.	A / I
E	EK9. Comprehensive knowledge and understanding of classroom software technologies including but not limited to Vision Classroom Management, ActivInspire Interactive Board Application, Audacity, Google Classroom and Google Apps	A / I
E	EK10. Configuration and troubleshooting of classroom technologies including but not limited to Multimedia and	A / I

	Audio-Visual Projection Systems, Interactive and standard TV Systems, Interactive Whiteboards, Amps, Active and Passive Speakers and DVD Players	
E	EK11. Experience of 3 rd Party support contracts/systems. Ability to communicate at a technical level to resolve issues and request services	A / I
E	EK12. Understanding of good customer service, the principles of good customer service care and how to apply these principles in all situations	A / I
E	EK13. A general understanding of an Enterprise level Microsoft Active Directory Domain and Google Apps for Education Framework	A / I
Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Excellent customer service skills	A / I
E	SC2. Interpersonal and communication skills	A / I
E	SC3. Analytical and problem-solving skills	A / I
E	SC4. Demonstrable Experience of working as part of a team to provide solutions to College operations	A / I
E	SC5. Being a positive influence on colleagues and wider team	A / I
E	SC6. Possess a high level of interpersonal and communication skills.	A / I
D	SC7. Full Driving License with access to own transportation which could be used for business use.	A / I
E	SC8. Excellent customer service skills	A / I
E	SC9. Interpersonal and communication skills	A / I
E	SC10. Analytical and problem-solving skills	A / I
E	SC11. Demonstrable Experience of working as part of a team to provide solutions to College operations	A / I

E	SC5. Being a positive influence on colleagues and wider team	A / I
Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I