JOB DESCRIPTION

Job Title:	IT Support Officer	Department:	IT
Hours of Work:	**Term Time - Mon to Fri** 08:00 to 16:30 or 08:30 to 17:00 (on weekly rota) **School Holidays** - **Mon to Fri** 08:30 to 17:00 The IT team will be required to provide on-site support to key events and on-call services from time to time which means some out of hours working will be required.		
Responsible To:	IT Manager	Responsible For:	N/A

Summary of Role:
The IT Support Officer provides first- and second-line support for all technology provided across Woldingham School and works with the Apprentice IT Technician to ensure high quality IT services as always available. This role would suit an experienced 1st line support looking to progress within the role.

Specific Responsibilities:
This list is representative of the day-to-day tasks that need to be undertaken by the IT Support Officer but is not exhaustive. Other responsibilities may be added by the Director of IT as appropriate to support any changing needs or development in the IT services provided.

- To provide first and second line support for all IT hardware and services provided to the Woldingham School Community and escalating third line issues to the IT Manager as required. This is to include hosted systems such as the School MIS and telephony systems.
- To ensure all members of the Woldingham community have access to appropriate technology to support their roles and, should issues arise, provide prompt high quality support remotely or face to face until resolved, updating the user and school ticketing system at every stage.
- To ensure wherever possible that issues are resolved, or changes made, with the minimum impact on the services provided, undertaking out of hours work if required by the Director of IT.
- To monitor the IT Helpdesk system, progressing and assigning tickets as required to ensure that all tickets are addressed promptly.
- To assist the IT Manager as needed in maintaining user access rights on all hosted and local services.
- To liaise with any third-party service providers over connectivity and technical matters as required to maintain our IT services.
- To assist the Apprentice IT Technician in maintaining high availability of all printing and copying devices and services.
- To ensure excellent communication, including maintaining high quality documentation and providing one to one training, with the users, the IT team and senior staff as required throughout any support or project work.
- To provide technical guidance to the Apprentice IT Technician and assist in developing their skillset.
- To remain aware of current school policies, industry guidance and regulatory matters for all data and services provided.
- To remain aware of the latest threats and trends from the industry regarding all matters of network and data security.
- To assist with troubleshooting and, if appropriate/cost effective, repair of hardware both school and student owned, using third parties as required.

PERSON SPECIFICATION

Essential	Desirable
Operational Excellence	
- Microsoft 365 user administration. - Microsoft 365 use in the classroom (i.e. Microsoft Teams/SharePoint). - MS Windows desktop operating systems. - Support and maintenance of IT hardware including desktops, laptops, tablets and class display screens. - Experience of supporting the Adobe Creative Suite. - Demonstrable exceptional customer service/people skills. - Demonstrable ability to create and maintain high quality documentation for technical team and end users. - Demonstrable knowledge of Data and Cyber Security best practice. - Fluent and accurate written and spoken English. - Maintain high level of educational awareness by keeping up to date with school development plans, school policies, technical developments and trends in other schools.	- Working in a school environment and school MIS systems (i.e. ISAMS). - Microsoft Active Directory (Azure and on-prem), Group Policies, AD Federation Services. - Remote support of users. - VOIP Telephony. - Cisco Meraki Network Management tools and configuration. - Managed Secure Release Network Printing. - Apple and other Mobile Device Management Tools (e.g. JAMF) - Apple operating systems, integration of Apple with Windows networks and Apple hardware.
Personal Behaviours	
- Driven and highly motivated team member, constantly striving for a high service culture. - Possess excellent communication skills both written and verbal with a focus on quality in all formats. - Able to communicate effectively with the whole school community from students to senior staff. - Be able to work to deadlines and under pressure. - Ability to manage workload, whilst ensuring high levels of quality and maintaining attention to detail.	Experience of managing supplier and other third party contracts and agreements.
Ethos and Whole School Values	
- Committed to operating as part of the School community. - Committed to the Sacred Heart Values. - Commitment to Woldingham as a school with high academic standing providing a holistic education and outstanding pastoral care.	
Safeguarding and Pastoral	
- Committed to safeguarding and promoting the welfare of children and young people. - A satisfactory Enhanced Disclosure from the DBS.	

Terms and Benefits

- Start Date: ASAP
- Hours of Work: Term Time - Mon to Fri either 08:00 to 16:30 or 08:30 to 17:00 (according to rota) School Holidays - Mon to Fri 08:30 to 17:00
- Salary: £25,694 to £29,427 per annum dependant on skills and experience
- Holiday: The holiday entitlement is 5 weeks per year plus public holidays
- Pension. The successful candidate will be auto enrolled into an appropriate pension scheme, which includes life assurance
- Lunch. A free lunch is available in the dining room each working day when the kitchens are open
- Parking. There is free parking on site
- Gym and Pool. There are staff sessions for use of these facilities