

## Job Description

<b>Job Title:</b> End User Computing Technician	<b>Service Area:</b> Education ICT
<b>Division/Section:</b>	<b>Job Number:</b>
<b>Grade:</b> SO1	<b>Date last updated:</b> January 2017

### PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

## Overall Purpose of Job

To provide onsite ICT support for all aspects of end user support.

## Job Context

1. The postholder reports to a designated Service Manager
2. The postholder has no line management responsibility.
3. The postholder has no budget responsibility.

## Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time. The following duties will be carried out with directed supervision at various school sites.

1. To provide end user computing support inclusive of laptop, desktops, mobile devices and teaching aids, peripherals for all staff and students.
2. To provide general maintenance, technical housekeeping and administration of computer systems in accordance with quality control policies set by NPW.

3. To install software on sites as directed in accordance to policies set by NPW.
4. Update records throughout all stages of all processes so customers can view the latest information at any time.
5. To manage and maintain school email accounts
6. To maintain accurate records relating to incidents, requests, assets, licences and other aspects of IT service management.
7. To install or reinstall hardware and software and to image or reimage computers and handheld devices locally, using remote deployment tools and complete site visits where required
8. To provide concise and accurate documentation on dealing with recurring incidents and requests provide training and other support to assist with the transfer of knowledge.
9. To maintain network user accounts including addition and deletion of users.
10. Create, review and update documentation to assist with the resolution of incidents and the fulfilment of requests.
11. To ensure and maintain appropriate working conditions in ICT suites
12. To provide assistance, and where required, familiarisation training to teaching staff when using ICT equipment.
13. To ensure anti-virus updates and Microsoft Security updates are kept current.
14. To provide small group training sessions for staff for newly acquired equipment e.g. cameras, scanners etc.
15. To assist, where required, with school ICT clubs where tasks are within the capabilities of the individual.
16. To provide on-site assistance to NPW central teams where required
17. To promote one team culture and uphold the brand value of NPW
18. To apply the behaviours within NPWs competency framework at the appropriate levels described within the person specification
19. To carry out other duties that are in line with the purpose and grade of the job.

## Personal Specification

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### IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

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CRITERIA	METHOD OF ASSESSMENT
<b>EQUALITY AND DIVERSITY</b>  We are committed to and champion equality and diversity in all aspects of employment with the Newham Partnership Working. All employees are expected to understand and promote equality and diversity in the course of their work.	
<b>KNOWLEDGE:</b>  Knowledge of educational technology platforms and ICT services.	Application Form/Interview
<b>QUALIFICATIONS:</b> Industry recognised technical ICT qualification or demonstrable awareness.	Application Form/ Interview

<p><b>EXPERIENCE:</b></p> <p>Extensive experience of providing technical support to end users over the phone, using remote support tools and face to face.</p>	<p>Application Form/ Interview</p>
<p><b>SKILLS AND ABILITIES:</b></p> <p>Ability to resolve complex problems with personal computing devices including laptops, desktops and handheld computing devices.</p> <p>Ability to record detailed information accurately, reviewing with the customer and prompting for additional information as required.</p> <p>Ability to follow and relay detailed instructions to customers to assist in incident management and request fulfilment</p> <p>Ability to use ICT systems and tools to provide remote support including resolving incidents, reimaging devices and installing software</p> <p>Ability to use monitoring tools, responding to alerts and initiating appropriate action in line with agreed processes.</p> <p>Ability to prioritise work to meet service level agreement targets</p> <p>Ability to create, maintain and create effective documentation on processes and procedures and provide training and other support to ensure effective handover</p> <p>Proven ability to communicate effectively in both written and oral presentation and at all levels; in plain English.</p> <p>Knowledge of and ability to work to best practice frameworks (ITIL, FITS)</p> <p>Knowledge of the legal and regulatory framework relevant to the management of a public sector\education ICT service</p>	<p>Application Form/ Interview</p>
<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p>Ability to communicate with staff and students with varying levels of ICT skills in potentially pressured circumstances</p> <p>Ability to empathise with customers and respond flexibly to circumstances</p>	<p>Application Form/ Interview</p>