L.E.A.D. Academy Trust
Lead • Empower • Achieve • Drive

**Job Title:** First Line Helpdesk Technician

**Pay Scale:** SCP 10 - 15

**Location:** L.E.A.D. IT Services

**Line Manager:** Helpdesk Manager

**Job purpose:**

This role will provide technical support to schools and businesses. As a 1st Line Helpdesk Technician, you will be responsible for resolving hardware and software issues, troubleshooting network problems, and delivering exceptional customer service. This role requires strong problem-solving skills, excellent communication abilities, and a passion for delivering efficient and effective IT support.

At L.E.A.D we have a strong vision and four core principles, to lead, empower, achieve and drive. These principles underpin the day to day culture for support to our academies.

**Duties and Responsibilities:**

- Using previous knowledge and practical experience to provide first-line technical support to schools and businesses via phone, email, or ticketing system, addressing hardware, software, and network-related issues promptly and efficiently.
- Diagnose and resolve hardware and software problems, including but not limited to desktops, laptops, printers, peripherals, operating systems, and standard applications. Establishes
- Adhere to established service level agreements (SLAs) and ensure customer satisfaction through timely and accurate issue resolution.
- Produces Documents and maintain detailed records of support incidents, including troubleshooting steps, resolutions, and user interactions, in the ticketing system.
- Supports users with basic network troubleshooting, including connectivity issues, IP configurations, and network access problems.
- Ensures the escalation of complex technical issues to the appropriate teams or senior technicians while ensuring timely and effective resolution
- Assist in the setup, installation, configuration, and maintenance of computer systems and peripherals.
- Respond to service requests and incidents within agreed-upon service level agreements (SLAs), ensuring timely and effective resolution of technical issues.
- Conduct system audits, perform diagnostics, and implement solutions to optimize performance, security, and reliability of IT infrastructure.
- Document and maintain accurate records of technical issues, solutions applied, and actions taken in a helpdesk ticketing system.

- Adhere to IT policies, procedures, and standards, ensuring compliance with security protocols and data protection regulations.
- Keep up to date with industry trends and technological advancements, recommending improvements and innovative solutions to enhance client IT environments.
- Continuously improve technical skills and knowledge through self-learning and professional development opportunities. Demonstrates a willingness to attend appropriate training and development courses.
- Support the deployment and migration of IT systems, including data backup and restoration, system imaging, CCTV, Door Access Control, software deployments and assist on projects as needed.
- Assist with technology deployments, migrations, and projects as needed.
- Assists with the recording of Assets and PAT testing of IT equipment.
- Follow best practices for equipment handling, including proper disposal and recycling of electronic waste. Including ensuring backups are working and perform data restores where required.
- Support with website and media development tasks such as video recording where required.
- Maintain inventory and asset management records, including tracking hardware and software licenses, equipment disposal, and replacement planning.

### Influencing and Managing Relationships:

- Headteachers
- L.E.A.D. Central Support Teams
- Collaborate with internal teams, external vendors, and service providers to coordinate and resolve complex technical issues that require escalation or additional expertise.
- Provide guidance and training to internal staff and end-users on proper computer and software usage.
- Collaborate with other team members to identify recurring technical issues and contribute to the development of knowledge base articles and documentation.
- Provide excellent customer service, demonstrating professionalism, responsiveness, and empathy in all interactions with clients.
- Supports any other reasonable duties within the overall function of the job as may be specified by the Director of IT.

As job descriptions cannot be exhaustive, the post-holder may be required to undertake other duties which are broadly in line with above key responsibilities. Job descriptions are reviewed periodically and update from time to time in line with requirements.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and individually take responsibility for doing so.

## First Line Helpdesk Technician Person Specification

This job description lists the competencies expected of an experienced/fully trained post-holder. The two right hand columns provide guidance for the appointment of new staff. (E = Essential criteria, D = Desirable criteria)

| | | E | D |
|---|---|---|---|
| **Qualifications and Attainments** | • Studied to a minimum standard of GCSE (grade A* - C), or equivalent, in English and Maths<br>• IT Certifications: Relevant certifications such as CompTIA A+, Microsoft Certified IT Professional, or Cisco CCNA. | | D<br><br>D |

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| **Skills and knowledge** | • Excellent communication skills, both written and oral, with the ability to communicate effectively with people at all levels<br>• Hardware Repair and Upgrades: Proficiency in performing hardware repairs, component replacements, and upgrades. Strong ability to analyse data<br>• Software Support: Knowledge of operating systems, applications, and user configurations to provide effective software support.<br>• Networking Fundamentals: Understanding of network protocols, configurations, and troubleshooting methodologies.<br>• Customer Service: Excellent interpersonal and communication skills to provide professional and friendly customer support.<br>• Time Management: Ability to prioritise tasks, manage workload, and meet deadlines in a dynamic field environment.<br>• Familiarity with network protocols, IP addressing, and troubleshooting basic network issues.<br>• Proficient in diagnosing and resolving hardware and software problems in a timely manner.<br>• Excellent customer service and communication skills, with the ability to explain technical concepts in simple terms to non-technical users.<br>• Strong problem-solving skills and the ability to prioritize and manage multiple tasks effectively.<br>• Documentation: Skill in accurately documenting technical issues, resolutions, and maintaining equipment inventory.<br>• Adherence to IT Policies: Familiarity with IT policies, security protocols, and data protection regulations.<br>• Equipment Installation and Configuration: Proficiency in setting up and configuring computer systems, peripherals, and network devices<br>• Mobile Device Support: Knowledge of supporting mobile devices, such as smartphones and tablets, including configuration and troubleshooting.<br>• Wireless Networking: Proficiency in configuring and troubleshooting wireless networks and access points. | E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E | D |
| **Experience** | • Experience with ticketing systems and remote desktop support tools is preferred.<br>• Proven experience in a helpdesk or technical support role, preferably in an educational or business environment.<br>• Application/Software Experience: Office Suite, Office 365, Anti-Virus, Gmail, Adobe.<br>• Operating System Experience: Windows 10, Windows 11, Windows Server 2016, 2019, 2022, VMware, Ubuntu, macOS<br>• Project Management: Ability to coordinate and manage technology deployments, migrations, and projects.<br>• Knowledge of MIS and HR Systems to support data platform access. | E<br>E<br>E | D<br>D<br>D |

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|---|---|---|---|
| | • Remote Support: Familiarity with remote support tools and techniques to assist users remotely.<br>• Server Administration: Understanding of server administration tasks, including setup, maintenance, and basic troubleshooting.<br>• Virtualisation: Knowledge of virtualisation technologies, such as VMware or Hyper-V, for efficient resource utilisation.<br>• IT Security: Awareness of cybersecurity best practices and protocols to protect systems and data.<br>• IT Asset Management: Experience in managing IT assets, tracking inventory, and overseeing equipment procurement. | | D<br>D<br>D<br>D<br>D |
| **Personal Attributes** | • Ability to work independently and as part of a team, demonstrating a proactive and positive attitude.<br>• Communication: Clear and concise communication skills to effectively convey technical concepts to non-technical users.<br>• Continuous Learning: Willingness to stay updated on the latest technology trends and advancements through self-learning and professional development opportunities.<br>• To be able to work as a team to deliver several projects within various departments. | E<br>E<br>E | D |
| **Additional Requirements** | • This role is subject to an enhanced DBS<br>• Flexibility to work occasional evenings or weekends to provide support during critical periods. | E<br>E | |

June 2023