

JOB DESCRIPTION

Post: Digital Support Service Team

Responsible To: Group Head of Digital Support

Service Summary of Post:

To take an active role in making sure EKC Group's ICT is adequately maintained and work with the Group Head & Director on the development and delivery of EKC Group's ICT Strategy and associated policies.

Specific Duties

1. Ensure a smooth BAU service delivery of a range of ICT services including leading one or more of the services e.g., front line (1st line) and 2nd line support across the EKC Group.
2. Assist with project management of new IT requirements across the EKC Group.
3. Act as the initial escalation point for 1st and 2nd line support issues.
4. Act as the incident lead for major tickets.
5. To line manage and undertake monthly MyProgress reviews with the team.
6. To assist in negotiating & ordering ICT equipment for project and BAU activities.
7. To assist in staff device replacement across the Group.
8. Drive best practice within the Digital Department, following ITIL methodologies.
9. Lead & maintain the asset management of IT equipment on ITSM systems (Topdesk).
10. Deputising for the Group Head of Digital Support Service and participating in wider committees or groups as and when required.

General Duties and Responsibilities:

1. To participate in the staff, support & development scheme and to undertake training based on individual and service needs.
2. To take a lead in creating or to promote a positive, inclusive ethos that challenges discrimination and promotes equality and diversity.
3. To comply with legislative requirements and College policies and guidelines in respect to health & safety and data protection.
4. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct.
5. To undertake continuing professional development to support our culture of continuous improvement
6. To partake in quality assurance systems.
7. To meet minimum relevant occupational standards.
8. To keep up to date with the skills required to fulfil the role.
9. To undertake any other duties commensurate with grade as may be reasonably requested.
10. You will be responsible for protecting staff and learners from all preventable harm as per Safeguarding procedures.

Please note:

This job description is a guide to the work you will initially be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances.

It does not form part of your contract of employment and as your experience grows, you will be expected to broaden your tasks, suggest improvements, solve problems and enhance the effectiveness of the role.

This post is subject to an enhanced disclosure from the Disclosure and Barring Service.

	EMPLOYEE SPECIFICATION	Application	Interview	Shortlisting Weighting
Skills				
1.	Extensive knowledge of Azure, Active Directory, Windows 10/11, Application packaging and deployments	✓	✓	6
2.	Knowledge of Cyber Essentials criteria and possesses the technical skills to ensure the Group is protected from a cyber-attack.	✓	✓	4
3.	Ability to work to work under pressure, prioritise and meet tight deadlines	✓	✓	4
4.	Ability to show initiative and to solve problems independently	✓	✓	4
5.	Ability to collate, analyse and present various data streams from the EKC Group	✓	✓	6
6.	The ability to gather complex business requirements, document and transition into BAU service	✓	✓	6
7.	Actively contribute to the College's Safeguarding practice, procedures, culture, and ethos	✓	✓	6
Experience				
1.	Considerable and successful ICT experience within 1 st / 2 nd line role	✓	✓	6
2.	Direct experience of line managing staff	✓	✓	4
3.	Experience of managing changes and continuous improvement within an IT environment, within an ITIL framework	✓	✓	4
4.	Communicating difficult or contentious issues simply and calmly	✓	✓	4

5	Negotiating with suppliers and achieving best value	✓	✓	4
Education				
1.	Maths Level 2 (e.g., equivalent to GCSE grade C or above)	✓		4
2.	English Level 2 (e.g., equivalent to GCSE grade C or above)	✓		4
3.	HNC or similar in technology related area.	✓		4
4.	ITIL or similar service management methodologies	✓		2

Advice to candidates

In completing your application, please draw attention to the extent to which you meet each of the criteria in the person specification marked as being assessed at application stage. Please use examples of where you have demonstrated the criteria with as much detail as possible to assist in the shortlisting process.

The shortlisting weighting indicates which criteria are the most important to the recruiting manager:

- 6** Minimum/critical - criteria which is essential for the role i.e., it would be extremely difficult for the person to carry out the role without already having these essential skills, experiences, or qualifications.
- 4** Important - criteria that would be significant to the candidate being successful in the role. These may be skills, experiences or qualifications that have substantial meaning for the role but could be supported or taught on the job.
- 2** Other relevant - it would be great if the candidate had but is not expected to be shortlisted.

Failure to meet all the minimum/critical criteria would not necessarily preclude your application. Consideration will be given to experience and life skills. Continual Professional Development will be supported and encouraged.

Please be aware should we have a large number of applications for any of our roles we may complete the shortlisting of candidates based on the minimum/critical criteria only.