JOB DESCRIPTION

Post:	Technology Service Desk Supervisor
Responsible To:	Group Head of Digital Support Services
Summary of Post:	Ensure the effective delivery of on-site and/or remote IT support services across the College, providing Service Desk supervision when required and resolving technical issues to maintain service continuity for staff and students.

Specific Duties:

1. To provide on-site and remote support of IT system users across the group including advice and support for individual staff or students using the systems.
2. Using the tools available, understand, diagnose and resolve issues raised to the Technology Team.
3. To ensure end users are kept informed regarding the status and resolution of their issue.
4. To manage the workflow of support requests, agreeing and handing them to the appropriate team member where necessary.
5. To comply with legislative requirements and College policies and guidelines in respect to health and safety and data protection.
6. To support and train staff with equipment set up when required.
7. To liaise with manufacturers/suppliers, as required, to obtain the support information, software upgrades, or on-site service needed to keep ensure the systems are optimal and operational.
8. To carry out any necessary ad-hoc repairs/re-configuration required as a result of hardware/software failures, or other modifications made to the network system.
9. To assist in the establishment, organisation and management of IT system related documentation including system guides, user guides, self-tuition and curriculum delivery materials.

10. To prioritise calls from the IT helpdesk system, ensuring that calls are attended to in accordance with agreed service levels and quality.

11. Ensure any support requests that cannot be handled remotely or by the IT Support Technicians are properly escalated to and agreed by the relevant team member ensuring the user is kept informed.

12. To provide support for specialist systems e.g. Apple, educational and business critical software or Systems Development.

13. To show flexibility and willingness to carry out works out of normal hours, if required, and be available to work a shift pattern between business hours of 7am and 9pm.

14. Ensure all work is properly documented in the agreed systems and format.

15. To report on current trends, KPIs and any relevant issues on a daily/weekly/monthly basis.

16. To travel to and support any EKC group site, when required to do so.

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.

	PERSON SPECIFICATION	Application	Interview	Shortlisting Weighting
	Skills			
1.	To be able to carry out the duties of the post with the minimum direct personal supervision.		✓	6
2.	Good verbal and written communication skills and the ability to communicate in non-technical terms with staff /students experiencing difficulties operating the systems.	✓	✓	4
3.	Exemplary customer service skills and the ability to develop effective working relationships with staff using IT services.	✓	✓	4
4.	Good understanding and practical working knowledge of data protection and data security.		✓	2
5.	First class organisational skills and the ability to juggle priorities effectively.		✓	6
6.	Ability to travel across all EKC sites, sometimes at short notice, ensuring any expense claims are submitted correctly and on time.		✓	4
7.	Actively contribute to the College's Safeguarding and PREVENT practice, procedures, culture and ethos.	✓	✓	6
	Experience			
1.	Previous experience of IT Support including technical terminology.	✓	✓	4
2.	Working knowledge of software and operating systems for all EKC deployed software or the ability and willingness to undertake further training and development in order to fulfil the changing needs of IT support.	✓	✓	4
3.	Knowledge of and practical experience in the latest versions of Microsoft operating systems, in addition to Android and Apple devices. Ideally experience to include configuration settings on both server and end user.	✓	✓	4
	Education			
1.	Maths Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	✓		4
2.	English Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	✓		4
3.	NVQ Level 3 (or equivalent) in an IT related field, or substantial practical experiences of working in this area	✓		4

Advice to candidates

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

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 of 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.