**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Schools ICT Support Officer | **Grade**:  PO2 |
| **Section:**  Schools ICT Support | **Directorate:**  Children’s Services |
| **Responsible to following manager:**  Schools ICT Support Manager | **Responsible for following staff:**  N/A |
| **Post Number/s:**  E5119 | **Last review date:** |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

To provide comprehensive technical/curriculum ICT Support to schools

**Specific Duties and Responsibilities**

Level 1 (SO2)

* Responsible to the Schools ICT Support Manager for a day-to-day comprehensive technical/curriculum ICT support service to the borough's schools covering both administrative and curriculum systems.
* Provides the first point of contact for all school’s logged technical/curriculum ICT calls via Schools ICT Support team’s helpdesk – Vivantio.
* Provides excellent phone and remote support for all supported schools.
* Where necessary arranges for subsequent visits to assess and deal with schools technical/curriculum ICT problems.
* Liaises, on behalf of schools, with 3rd party suppliers of ICT goods and services to ensure that suppliers are aware of school’s technical/curriculum ICT issues and that appropriate responses are given. Follow up with schools and suppliers to ensure successful completion of work.
* Monitors outstanding support calls in Vivantio to ensure speedy completion in line with trading account SLA.
* Maintains a good working knowledge of standard school’s software, for use with both administrative and curriculum networks, to respond to school’s technical/curriculum ICT issues.
* Support calls received by email to be processed and dealt with to a high standard and in line with the trading account SLA.
* Ensures voicemail calls for support are logged and responded to directly where possible.
* Visits schools to resolve technical/curriculum ICT issues where remote support is not possible.
* Logs new software releases for all standard school’s software; maintains a library of manuals and installation notes; arranges distribution to schools where appropriate.
* Maintains an awareness of the section's trading account agreement and ensures it is adhered to in all dealings with schools.
* Carries out routine school’s network tasks on a regular basis as follows: -
  + Ensures the back-up regime is followed on all supported school’s servers
  + Advises schools staff on basics of agreements between the Council and ICT support contractors
  + Logs calls with support contractors on behalf of schools using Vivantio
* Undertakes any other duties commensurate with the post as directed by the Schools ICT Support Manager.
* To be fully aware of and understand the duties and responsibilities arising from the Children Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to your role within the Council.
* To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role.
* To ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.
* Responsible for adherence to the Council’s Equal Opportunities policies in respect of both the staff and delivery of services to the public.
* Responsible for the evaluation, implementation and compliance with Health and Safety legislation, to ensure safe working practices of all staff, public and contractors in his/her working environment, in accordance with the Council and departmental safety arrangements, policies and codes.

Level 2 (PO1)

* Maintains an in-depth knowledge of all standard school’s software, plus any other software supported via trading account agreements; visits schools to resolve problems with these products.
* Maintains a good working knowledge of iOS, MacOS, Android, Chrome OS and emerging technologies.
* Maintains good working knowledge of Windows Surface Pro and other tablet devices used in schools.
* Liaises with senior school staff on issues related to the management of school ICT systems; advises on best practice with system management.
* Installs and configures hardware including PCs, printers and other peripherals.
* Installs and configures new releases of all supported software on networks and stand-alone systems.
* Installs and configures file servers and other network equipment on school networks to section’s standard specification.
* Liaises with departmental officers responsible for managing business applications to which school’s administrative software modules relate to ensure schools receive a complete service. Supports those officers in their local use of software used by schools.
* Advises the ICT Operations Manager of issues with school software such as poor performance, bugs, inconsistencies etc.
* Raises issues of perceived inadequate performance of standard school’s software with suppliers and makes recommendations (via the ICT Operations Manager) for suggested changes to functionality.
* Liaises with the Schools ICT Support Manager on initial and subsequent school visits to ensure a common approach and advice to schools on developing curriculum ICT facilities.

Level 3 (PO2)

* Attends software User Group meetings as a representative of the Schools ICT Support team; advises colleagues on issues raised.
* Prepares instructions for schools on the general and specific use of supported software; contributes to termly newsletters giving such advice to schools.
* Prepares and delivers training sessions to school based staff on standard school’s software, both in schools and at the CLC training room.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

N/A

**Team structure**

For the current structure please go to The Loop.

**Person Specification**

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| **Responsible to:**  Schools ICT Support Manager | **Responsible for:**  N/A |
| **Post Number/s:**  E5119 | **Last Review Date:** |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by**  **A**  **&**  **I/ T/ C (see below for explanation)** |
| **Knowledge** | |
| Detailed knowledge of Microsoft operating systems and other Microsoft software, specifically Windows Server 2008/2016, Windows 7/10 and Office Professional 2010 /2013/ 2016. | **A, I, T** |
| Detailed knowledge of SIMS school’s software with experience of supporting the SIMS suite of modules in schools. | **A, I, T** |
| Good knowledge of the computing curriculum. | **A, I, T** |
| **Experience** | |
| Experience of working in a professional ICT environment in a relevant technical capacity. | **A, I** |
| Experience of providing support from a range of operating systems including iOS, MacOS, Android, Chrome OS. | **A, I, T** |
| Experience of providing direct end-user technical support, specifically in a troubleshooting capacity | **A, I, T** |
| Experience of working in a technical team with ever changing priorities, working under pressure and meeting tight deadlines. | **A, I, T** |
| Experience of dealing with Hardware and Software suppliers | **A, I** |
| Experience of preparing and running formal training sessions such as:   * Training to schools’ staff on relevant administrative applications * Training to teachers on use of core teaching software - SMART Notebook, Office, Target Tracker, SIMS, RDS * Training for relevant RBC support services (LGfL content) | **A, I, T** |
| Experience of working in a school environment. | **A, I** |
| **Skills** |  |
| Excellent written and oral communication skills | **A, I, T** |
| Microsoft Windows Server 2008/2016, iOS, MacOS, Android and Chrome OS | **A, I, T** |
| Microsoft Windows 7/10, Microsoft Office Professional 2010/2013/2016 | **A, I, T** |
| Commitment to Customer Care | **A, I, T** |
| Ability to demonstrate an understanding of the Council’s equal opportunities policy in respect of service delivery, and an awareness of the needs of differing cultural groups and other minority groups. | **A, I, T** |
| To be fully aware of and understand the duties and responsibilities arising from the Children Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to your role within the Council. | **A, I, T** |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**