

Job Description

Post title: 1st Line Support Engineer
Service area: Learning and Culture
Grade: PO1
Reports to: MIS Support & Helpdesk Manager
Your team: Schools ICT
Number of supervisees: N/A

Our ambition

We're determined to make Islington more equal. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a more equal borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a more equal borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a more equal workplace and foster a culture which empowers all staff to challenge inequality.

Equality is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures

Key responsibilities

To provide an efficient and effective helpdesk service, including high quality 1st / 2nd line ICT technical support to schools and other education settings primarily via remote support, with occasional onsite visits as required to support service delivery or cover for absence.

To participate in installation projects and maintenance activities as required.

Duties and responsibilities

1. To undertake first and second-line ICT technical support tasks using remote tools, following defined procedures
2. To install, configure and support hardware and software used in schools
3. To provide support for cloud platforms used in schools
4. To undertake routine checks on data extracts, backups and other critical services at supported schools, troubleshooting or escalating as appropriate, according to procedures
5. To use helpdesk software to manage workflow and provide feedback to other members of the team and school clients, updating calls on a regular basis to ensure that expectations are managed appropriately
6. To ensure a high standard of customer service in all interactions with clients
7. Liaise with support partners and third-party suppliers providing ICT services to schools in accordance with defined procedures
8. Follow agreed procedures and contribute to the maintenance and development of accurate and concise documentation and records
9. Work as part of the wider Schools' ICT Support team covering all aspects of ICT in schools
10. To undertake onsite visits where required to provide cover for ICT Support Engineers, respond to emergencies or participate in installation projects or maintenance
11. To provide helpdesk cover as necessary, responding to calls logged with the School ICT and MIS support helpdesk, categorising and assigning them appropriately
12. Undertake other duties commensurate to the grade of the post as directed by your line manager

13. To take responsibility for promoting and safeguarding the welfare of children

ADDITIONAL:

- The standard helpdesk hours are 8:00am to 5pm Monday to Friday. You will be required to work as directed within these hours according to the needs of the service
- Due to the nature of the service, demand for support is concentrated in school term-time periods. Therefore, the postholder will be required to take the majority of their annual leave during school holiday periods. There will be no leave granted the first two weeks of the academic year, except in exceptional circumstances, agreed in advance by the Service Manager
- To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner
- To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder
- To carry out duties and responsibilities in accordance with the council's commitment to customer service excellence and ensure compliance with the customer care standard
- To be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way duties are carried out
- To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation
- To carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation
- At all times to carry out responsibilities/duties with

Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

Work style

Flexible

Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure you address each of the criteria as this will be assessed to determine your suitability for the post.

Assessment Guide

A = Application
I = Interview
T = Test

Essential Criteria

Qualifications and Experience

Essential criteria	Criteria description	Assessed by
1	Experience of providing technical support to end users using remote tools	A/I/T
2	Experience of technically complex problem-solving and fault resolution	A/I/T

Skills

Essential criteria	Criteria description	Assessed by
8	Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people	A/I
9	Ability to troubleshoot and resolve incidents with common hardware and software found in schools operating in a Windows environment	A/I/T
10	Ability to support mobile devices across a range of operating systems such as iOS, Chrome OS, Android and Windows 10s	A/I/T
11	Ability to undertake routine tasks such as user account management and password resets	A/I/T
12	Ability to support and configure cloud services such as Google Workspace and Office365	A/I/T
13	Sound understanding of the school context and the effect this has on the requirements for support	A/I
14	Knowledge of common technologies such as DHCP, DNS and Group Policy	A/I/T
15	Knowledge of and ability to work to ITIL / FITS service management principles	A/I
16	Ability to provide support using remote methods such as VNC and RDP	A/I/T
17	Ability to prioritise workload in order to comply with SLAs and meet deadlines	A/I/T

Essential criteria	Criteria description	Assessed by
18	Good communication skills, both written and oral, with good attention to detail	A/I
19	Ability to adhere to the Council's Dignity for All policy	A
20	This role will require you to obtain an Enhanced satisfactory clearance from the Disclosure and Barring Service, formally known as the Criminal Records Bureau (CRB) Disclosure.	

Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor's Good Work Standard, Stonewall Diversity Champion, and Time to Change.

