Job Description

Job Title: Service Desk Support Analyst (Tier 2)

Group: Digital, Data & Technology

Dept/Project/Service: Digital, Data & Technology

Reports to: UK IT Service Operations Supervisor

Responsible for: N/a

Usual office base: Reading

Grade: 7

Job Purpose:
To support Education Development Trust in delivering outstanding, sustainable education solutions by providing a responsive first / second line service by phone and email, aiming to achieve a first-time fix through an efficient and customer focused IT service to all Education Development Trust staff, whilst ensuring that all Service Level Agreements (SLAs) are adhered to.
The role holder will work with customers, internal IT support staff and external suppliers to provide a customer focused IT service.

Job Objectives:

1. Respond to calls and emails for assistance made to the IT Service Desk and log all calls using the Call Logging System and, where possible, resolve support calls from all Education Development Trust staff, including remote offices and home-based users in accordance with agreed SLA's and current procedures as a first-time fix event.

2. Provide first time fixes over the phone or by remote access and provide deskside support for office-based staff and visitors.

3. Prioritise calls and, if necessary, assign them to other teams to enable problems to be dealt with in a timely and appropriate manner, for example deeper tier 2/3 technical assistance

4. Manage outstanding calls and follow up completed incidents to ensure staff are satisfied and receive a quality service that meets the targets of the SLA

5. Provide a central point of contact for all IT queries and take responsibility for any calls received.

6. Document and categorise solutions to common problems and inform team members and users if required and ensure solutions are added to the IT knowledge base.

7. Take receipt of all desktop equipment into IT and maintain the asset database to ensure that all new and moved equipment is recorded. Ensure other IT staff keep the database up to date with moves and changes and are tagged. Ensure devise are up to date with software, antivirus, and OS patches/releases.

8. Keep up to date with software and hardware developments in order to provide a professional service to all IT Service Desk callers.

9. Set up new starters, user accounts and computer profiles and carry out IT inductions in the Reading office. Ensure all leavers are dealt with efficiently and equipment returned.

10. Install and deploy laptops and phones using Education Development Trust standard images that have been provided.

11. Support and deploy laptops and phones using Education Development Trust standard images that have been provided.

12. Coordinate work with any external contractors and suppliers to make sure that best use is made of time and resources.

13. Maintain a high degree of self-management, ensuring workload issues are escalated to the Global IT Service Operations Manager where necessary.

14. Adhere to cyber essentials plus security accreditation. Be aware of security considerations to maintain out security compliance.

Scope:

- Basic Working hours 8:30 – 16:30.

- The role holder will be predominately based in the Reading Head Office 2-3 days a week or when necessary, occasional travel with equipment may be necessary to sites within Education Development Trust.
- The role holder may be called upon to support staff in other Education Development Trust locations and home workers.

Person Specification:

Knowledge

Essential:

- Thorough knowledge of Administration of Office 365
- Knowledge of email filtering and security systems
- Knowledge of Microsoft Active Directory user administration
- Good technical knowledge of a wide range of mobility solutions and hardware (laptops, desktops, printers etc), such as HP, Dell, Lenovo, Apple, Android, Samsung etc.
- Understanding of networking and routing concepts and terminology

Desirable:

- knowledge of the Azure Platform.
- Knowledge of ADSI edit and DNS.
- ITIL awareness.
- Good understanding of Cyber-Security / data protection concepts, including firewalls, antivirus, email security and multi-factor authentication.
- UK driving licence for work travel if needed,
- Microsoft M365 and Intune.

Experience

Essential:

- Strong customer service background working in a customer service environment.
- Experience of working in an IT support capacity in a medium or large organisation.

Desirable:

- Use of an incident logging system.
- History of working to service level agreement targets.

Skills

Essential:

- Excellent customer service and telephone skills, especially when under pressure
- Analytical troubleshooting skills
- Able to work and communicate effectively in a fast-paced IT team.
- The ability to think creatively and problem solve.
- Good communication skills, including written and verbal interpersonal skills.
- Self-motivation and effective time management
- Enthusiasm for continuous improvement
- A passion for innovation and technology
- from Effective time management and organisational skills
- Must be able to use initiative and work under pressure.

Our Values

Education Development Trust is committed to safeguarding and promoting the welfare of children and adults whom we work with and come into contact with around the world. All applicants are subject to thorough screening and successful candidates are subject

to the relevant level of criminal record checks with national police authorities or the UK's Disclosure and Barring Service (DBS). This will be at minimum a basic DBS check.

Education Development Trust also participates in the Inter Agency Misconduct Disclosure Scheme and we may request information from relevant job applicants' previous employers about any findings of sexual misconduct, including harassment, during employment, or incidents under investigation when the applicant left employment. By submitting an application, the job applicant confirms their understanding of these recruitment procedures.