

Job Description

Job title:	Technical Support Analyst
Group:	Finance & Corporate Services
Dept/Project/Service:	IT
Reports to:	Service Operations Manager
Responsible for:	N/A
Usual office base:	Reading
Grade:	6

Job purpose:

To support Education Development trust in delivering outstanding, sustainable education solutions by providing expert support for all IT/infrastructure/applications issues making good use of proactive monitoring, maintenance and repair to maximise the uptime of the systems, Infrastructure, Applications and services. Look for opportunities and develop initiatives to further improve the IT systems, Applications and Infrastructure. Be the escalation point from the service desk for technical issues of a Tier2/3 type responding in line with agreed SLA's for resolution.

Job objectives:

1. To monitor, maintain and support the IT/Infrastructure, Applications to ensure the availability of services is within expected SLA limits.
2. Provide support to all Trust staff on IT/Infrastructure and Applications issues, ensuring that support calls and information are logged and resolved within the targets of the SLAs, as directed by Service Operations Manager.
3. Provide support and maintenance of telecommunications and network services as required by the Service Operations Manager.
4. Take action to ensure that the security and compliance of the organisations network and IT systems are maintained at all times to reduce unnecessary risk for the organisation.
5. Develop and distribute centrally-managed application packages and images to deliver new hardware and software services as required.
6. Liaise with colleagues to research problems and find solutions or log/assign a call to the relevant support service/providers.

7. Resolve any technical customer problems which will may mean at times you will be working on customer sites/locations to ensure that customer satisfaction is not only achieved, but rises above expectations.
8. Develop all appropriate documentation for solutions that are provided by the trust and ensure the documentation is stored within the Knowledge Base. Help deliver knowledge transfer/training as required as part of the BAU process for solutions provided by the trust.

Scope:

The post holder will be a member of the IT Function, and as such has an important role in ensuring the ongoing maintenance and provision of IT services across Education Development Trust. Flexible working will be required including some out of hours and potentially travel inside and outside of the UK, possibly at short notice.

Person specification:

Knowledge

- Essential:
- Cloud Solutions (Azure) and Remote Desktop Services
 - Good Knowledge of Fire Wall management and Security Applications
 - Strong Knowledge on:
 - Microsoft Active Directory, Exchange 2010 and/or Exchange Online Management, Group policies.
 - Microsoft Windows Servers (2008/12 Exchange, SQL etc.).
 - Excellent Technical knowledge of a wide range of mobility solutions and hardware such as:
 - HP, Dell, Lenovo, Apple, Android, Samsung, etc.
 - Citrix Presentation Server 4.5 and above
 - Good Knowledge of Windows PC, Mobile Phones and Server operating systems
 - Networking including good knowledge of Cisco, router/Switching/Firewall configuration (VPN, VLAN, DNS, DHCP, SMTP)
 - Internet access and security solutions
 - Email Management and Archiving – Office 365/Exchange/Outlook/Notes
 - Commercial Knowledge and Contract Delivery
 - Knowledge of working within ITIL Framework

Desirable:

- Prince 2 project process experience
- Microsoft Accreditations
- Cisco Accreditations
- Software Development Accreditations
- Knowledge of alternative technologies such as Linux, MS Exchange

- ITIL Foundation Accreditation

Experience

Essential:

- Experience of solution design and implementation
- Technical skills such as database configuration (SQL), Internet protocols and web services knowledge
- Experience working with Server Hardware & hosted Servers/systems internally & externally
- Solid technical knowledge of Microsoft desktop technologies and Operating Systems up to and including Windows 7 and 10, and best practice processes for the delivery of and management of these
- Project delivery skills working within a framework like Prince 2
- Experience with SQL Server
- Experience with Application Development tools, debugging and Design tools
- Experience working for an IT Help Desk or Call Centre

Skills

Essential:

- Organised and efficient
- Excellent communication skills
- Innovator and creator of meaningful solutions
- Able to work on own initiative but also as part of a broader IT team
- Capability to learn and acquire technical understanding of emerging or newly acquired Technologies

Competency Band: 4

Key Competencies for the role:

Our Values	Key Competency 1	Key Competency 2
Excellence - Creating and Leading Success	Creating and innovating	Delivering excellent service
Integrity - Supporting and Building Trust	Communicating with impact and empathy	Following through responsibilities
Accountability - Delivering and Improving	Continually improving	Delivering value for money
Collaboration - Engaging and Partnering	Sharing knowledge with others	Making effective decisions

Job Family: IT/Support

Education Development Trust is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.