Job Description

Post: First Line IT Support Desk Analyst

Purpose

To challenge educational and social disadvantage in the North.

Duties and Responsibilities

- Live the mission, values and drivers every day.

- Support IT hardware on site, including repairs, wireless and wired network troubleshooting, reimaging and initial software triage.

- Maintain IT facilities, including multimedia and PCs to enable effective teaching.

- Rapid on-site response to SLA 1 problems in classrooms and other key areas.

- Deliver basic training for key services to all stakeholders on a one to one basis.

- Advise stakeholders on key corporate applications, including file access, one drive, SharePoint etc.

- Active involvement in yearly refresh projects for on-site devices and network infrastructure.

- Ensure servicing and maintenance schedules are undertaken at the most operationally / convenient times.

- Ensure the appropriate skills are upheld in the support team.

- Complete and file service tickets in the service desk system for self and team.

- Record major incidents, remedial activity and future actions.

- Manage access control, including active directory and other key systems.

- Ensure service resources are available where and when needed with appropriate skills across all teams.

- Work as part of a larger team to support multiple academies.

- Participate in the academy coaching process.

- Engage fully in the academy professional growth process to fulfil personal potential and be able to participate effectively in the implementation of the academy's strategic big moves.

- Attend meetings / training and carry out administrative tasks and duties as specified on the academy calendar.

- Consistently implement all academy policies and contribute to decision-making and consultation procedures.

- Carry out any other reasonable duties as requested by the principal.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed annually.

Dixons Academies Trust

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