



Job description	
Job title	School IT Support Assistant
Grade	Grade E
Directorate	Resources
Section/team	Information Technology
Accountable to	Business Operations Officer
Responsible for	n/a
Date reviewed	June 2019

Purpose of the Job

- Provide a comprehensive learning, teaching and administration ICT support service for schools in accordance with SLA and ensure appropriate technical processes are in place to secure systems in compliance with the Data Protection Act
- To provide advice and support to the range of existing and emerging technologies and their learning applications.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Provide a high quality, customer focused service to schools and other clients, be flexible and adaptable to requirements, identify and escalate concerns to appropriate member of the Service Management Team.
2. To update devices to ensure they are on the latest operating systems to ensure security and integrity of school networks.
3. To provide ICT support to schools for learning and administration systems including reporting, finance and attendance systems in line with agreed Support Level Agreements.
4. Provide support to cross platform technologies, to include implementing current technology infrastructure solutions such as Mobile Device Management.



5. Provide a Helpdesk Service (first and second line) that meets the needs of the school, is in line with the published service level agreement and performs to the standards set down in the SLA performance indicators. Be single point of contact for support, advice and problem solving. Service to be provided by phone, email or on site as required/appropriate.
6. Provide cover for ½ day technical support visits as and when required.
7. To provide support, basic training and advice to schools, service and the directorate on procurement and implementation of ICT systems.
8. To contribute to the development of the Service plans, including provision for equality and diversity standards and monitoring, reporting and evaluating cycle in line with statutory and Council reporting requirements.
9. To support the Principal ICT Support Officer in formulating a technology replacement strategy.
10. To establish a quality standards and customer service focus to ensure the highest standards of service provision is achieved and maintained and ensure appropriate tracking, recording and reporting mechanisms are in place.
11. To support the Service Management Team with the promotion of the service, exploit opportunities for income generation and provide advice and guidance to stakeholders.
12. Support the Service Management Team with business communication flows across the service, including further development and implementation of Project Management principles, ensuring that the highest standards of service are achieved, monitored and maintained.
13. Support the administration of all resources and equipment, including inventories in compliance with Council and Directorate procedures, seeking advice from the legal department as appropriate.
14. To support the strategic synergy with Corporate, Directorate and National strategies and programmes.
15. To attend meetings and networking opportunities - reporting progress and updates to relevant stakeholder groups as appropriate.
16. Commit to and support the objectives of the service in line with the objective of the Directorate of Children's Services.



17. Comply with and support schools in the implementation of policies including but not exclusively those in relation to information security and adherence to ICT network standards.
18. To commit to continuous professional development programme.
19. To contribute to the quality standards and customer service focus to ensure the highest standards of service provision is achieved and maintained and ensure appropriate tracking, recording and reporting mechanisms are in place.
20. Commit to the objectives of the service and work with management colleagues (including undertaking of tasks identified by them) to ensure and integrated approach to service delivery and quality standards.
21. Commit and contribute to the objectives of integrated service delivery and support as directed by members of the management team.

Health and Safety

- To use equipment as instructed and trained – *insert for non managerial/non supervisory posts*
- To inform management of any health and safety issues which could place individuals in danger – *insert for non managerial/non supervisory posts*

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.



Knowsley Council