

Role Description

ICT Software Support Analyst

Reports to: Business Applications Manager

Hours: Permanent full-time position, working Mondays to Fridays, 8.00am – 4.00pm

Role:

The ICT Software Support Analyst, amongst a small team of IT professionals, is responsible for supporting students and staff who use educational technologies at Meriden School.

Responsibilities

The duties of the ICT Software Support Analyst include face-to-face communication with staff, students and parents, managing the provision of accounts for staff, students and parents, support and maintenance of a range school teaching and communications software, responding to any other problems that arise.

The ICT Software Support Analyst will have qualifications and experience to assist in responding to the needs of users in a medium-sized educational environment, presenting the human face of the Information, Communications and Technology (ICT) Department and responding to the technical needs of staff and students on a day-to-day basis.

Duties and Working Relationships

The ICT Software Support Analyst will report to the Business Applications Manager and will work closely with all other staff within ICT.

Duties include:

- Answering staff, student and parent queries received via phone, email, service desk and other means
- Triaging reports of problems received through the ticketing system, assessing their significance and escalating as required
- Providing basic support for software issues, with the assistance of specialist staff when needed
- Providing basic training to staff on the use of educational technologies
- Providing support to the senior software and web services staff
- Assisting with and the installation of new educational technologies
- Upgrading software on school devices
- Documenting processes in a way that is informative to others
- Participate in Root Cause Analysis (RCA)
- Non-functional testing experience including documentation of plans and results
- Performing other duties as required

Advisory Functions

The role of ICT Software Support Analyst is to advise on:

- Issues of technical significance that will affect large numbers of staff
- Security threats, both physical and electronic
- Levels of availability of educational technology resources in relation to user needs
- Maintenance of strong relationships with internal stakeholders and external providers and
- Making recommendations to the Business Application Manager on potential educational technology service improvements

Administrative Skills

- Time management and task prioritisation skills and the ability to switch between tasks quickly
- Effective communication skills and ability to work well in a team environment
- Maintain thorough documentation for systems and procedures, as well as root-cause analyses for resolved issues
- An understanding of the educational context

Technical Skills

- High level experience with office and communications software
- Experience working with operating systems, especially Windows
- Electronic file management
- Practice of documentation writing
- Basic understanding of ITSM tools and processes, incident management, and experience with ITSM incident management software
- Confident experience working with networking and Microsoft management tools (desirable)
- Experience working with learning management systems (desirable - Schoolbox).
- Experience working with school management systems (desirable - TASS).
- Experience working with Microsoft Sharepoint (essential).
- Basic understanding of SQL database concepts and ability to write basic SQL queries (desirable).
- Basic understanding of HTML, JavaScript, CSS, JQuery, Ajax, C#, ASP.Net MVC, Bootstrap, Web API (desirable)

Qualifications and Experience

- Diploma or Degree in Computer Science, Computer Engineering or equivalent training

Personal Qualities

- Displays excellent interpersonal and communication skills both in person and over the phone
- Superior customer service skills to both internal and external clients
- Ability to work well under pressure and remain calm at all times
- Positively contributes and works as an effective team member
- Strong levels of initiative and proactivity
- The ability to learn quickly and apply new knowledge conscientiously
- Represents the School proudly and appropriately, with high standards of speech and attire
- Understanding of work health and safety, and implement good practices in their role
- A willingness to embrace and enhance the Christian ethos and practice of Meriden
- Loyal to the Principal and publicly supportive of her decisions