



JOB DESCRIPTION – User Support Officer

Responsible to: User Support Team Leader

Accountable to: IT Operations Manager
Director of IT

St Edward's is an independent co-educational boarding School for children aged 13 to 18. The School currently has approximately 680 pupils, of whom the majority are boarders, and around 470 employees. The IT Department is made up of a team of 8 who provide first through third line support for the School's systems, the vast majority of which are hosted and managed in-house. An additional User Support Officer is required to strengthen the team, providing IT support to the School's pupils and staff.

Job Summary

The User Support Officers work on a rota basis to provide a single first point of contact for all IT service users and will strive to provide a first fix service. The User Support Officers are the public face of the IT department and will be customer focused and have excellent inter personal skills.

Main Duties and Responsibilities

- To staff the helpdesk during opening hours on a rota based system providing first line/first fix support to service users. This will involve:
 - logging and managing incoming requests for support via the helpdesk system, telephone and email
 - maintaining good communication with users and providing timely updates on progress with issues
 - escalating incoming support calls to other members of the IT department if appropriate
 - managing the allocation and booking of resources
- Maintaining the IT asset and configuration management databases
- Providing second line and desktop support assistance as requested by the User Support Team Leader
- Providing administrative support to the IT team
- To assist with wider IT department project implementation as required
- To assist other members of the team during periods of heavy workload or staff absence
- To undertake any other duties as reasonably requested by the line manager, the IT Operations Manager or the Director of IT

People Management Responsibilities

- None

Hours of Work

A flexible attitude is required regarding hours of work to meet the demands of the position.

Basic hours are:

- During term time
 - 08.00 to 17.00 Monday to Friday including unpaid lunch break
 - 08.30 to 12.30 Saturday (on a rota basis)
- During School holidays
 - 09.00 to 17.00 Monday to Friday including unpaid lunch break

In addition the post holder may be required to provide remote or on-site support for the publication of GCSE and A-Level results both on the release and pre-release days from 6am.

Holiday

Annual holiday entitlement is 25 days per year, plus bank holidays (although please note that bank holidays which occur during term time may well be working days, for which time off in lieu will be given). The holiday year runs from 1st September to 31st August. As the School closes completely over Christmas/New Year, staff are required to take 5 days of their holiday entitlement to cover this period.

Start date

We would like the successful applicant to start work as soon as possible.

Salary

The salary payable will be in the range £18,000 to £24,500 per annum, in line with experience.

Pension

The role is eligible for membership of the School's pension scheme for support staff.

Probationary period

The appointment is subject to a probationary period of three months.

Sickness Benefit

After one year's service has been completed, annual entitlement to sickness benefit will be six weeks at full salary plus a further six weeks at half salary. During the first year of employment, sickness benefit will be payable at full salary for four weeks.

Miscellaneous

- Free lunches are available during times when the School's kitchens are in operation.
- Following successful completion of their probationary period, staff may use the Oxfordshire Health & Racquets Club (which is situated on the School site) although this is not a contractual entitlement.
- Car parking is available on-site although this is not a contractual entitlement.

Notice period

During the probationary period, employment may be terminated by either side with one week's notice. Subsequently, the minimum period of notice required is one month.

Confidentiality and data protection

A strict code of confidentiality must be adhered to at all times.

Child Protection at St Edward's

St Edward's is committed to safeguarding and promoting the welfare of children and young people and we aim to create and maintain a safe environment for our pupils, where they feel respected and supported. We expect all staff to share this commitment and to become familiar with our policies and procedures for child protection and security.

It is a requirement of the Children Act and Care Standards Regulations that all employees of the School must undergo full recruitment checks, including references from previous employers, a health requirement and an enhanced disclosure from the Disclosure & Barring Service.

Health and safety

Under the Health & Safety at Work Act 1974 all staff must take reasonable care of their own health and safety and of others who may be affected by their actions or omissions at work and must comply with the School in its understanding of any relevant statutory provision. Staff must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in pursuance of any of the statutory provisions.

PERSON SPECIFICATION – User Support Officer

Educational qualifications

- **Essential**
 - Good GCSE grades (or equivalent) with English, Maths and ICT at grade C or above
- **Desirable**
 - NVQ Level 2 or 3 in IT customer service

Technical skill and experience

- **Essential**
 - Basic understanding of IT systems infrastructure and general user applications
 - Basic understanding of client systems configuration and printer support
 - Good understanding of MS Office and Windows 7 or later operating systems

Personal Attributes

- **Essential**
 - Be willing to undertake training eg NVQ Level 2 or 3 in IT customer service
 - A professional and trustworthy manner
 - Excellent organisational skills with the ability to prioritise tasks
 - A good telephone manner, excellent command of the English language, both written and spoken and the ability to convey technical issues to non-technical colleagues
 - The ability and willingness to work flexibly including evenings and weekends, occasionally at short notice
 - A desire to be proactive and to provide excellent customer service
 - Task and goal-oriented with a positive attitude

Safeguarding

- **Essential**
 - Commitment to the protection of children and young people
 - Willingness to work within the School's Child Protection guidance for staff and follow relevant organisational procedures