



## **Job Description**

Title:	2nd Line Analyst.
Reports to:	Head of Information Technology
Location:	Across CHAT.
Hours:	Full time, 36 hours per week
Annual Weeks:	52
Contract Type:	Permanent
Salary:	TBC

### **Purpose of the job:**

The 2nd Line Analyst will have joint responsibility for all CHAT technical services and documentation in liaison with the Technical Services Administrator.

### **Senior Level Technical**

The role will provide an escalations path to onsite/academy based engineers and technicians. In the event of Business-As-Usual SRs not being resolved in a timely manner (prior to an SLA breach), the SR will be escalated to the 2nd Line Analyst via the Service Desk solution.

The 2nd Line Analyst will engage with all engineers and technicians across Trusts sites, ensuring a high level of communication is maintained on all technical concerns and escalations. This communication will be in the form of SR ticket assignment, Service desk notes, technical meetings and/or site visits.

### **Technical Projects**

The 2nd Line Analyst will perform as technical resource across Trust and site based I.T projects, and engage with; TSA, Head of I.T, educators, impacted users, external parties, internal and/or external engineers and contractors throughout project timelines. Ongoing communication and backup support will be provided by the Head of I.T, who will be working as an Overall Projects Manager, and overseeing a Programme of Works.

Technical direction *i.e.*: technical designs, templates (*GPO modelling, VLANs, VMs*), local on premise server infrastructures, cloud-services, will be set under this role. Implementations will then take place under a Central-I.T Services model.

### **Technical Standardisations, implementation and documentation**

The 2nd Line Analyst will heavily focus on Technical Governance with the TSA, this will include internal technical processes and procedures, local network management and trust level systems administrations. This will be directly influenced by direction(s) on designs and technical specifications approved and documented during projects phase, (before transition to BAU Service delivery).

Maintaining a solid grounding on industry best-practices, particularly in respects to Microsoft Products and Services, and infrastructure (passive & active) standards, such as, but restricted to; IEEE, ISO, BSi. Overall technology release, and all associated documentation will be in line to the ITIL v3 Framework.

### **Main duties and responsibilities:**

- Support the Head of I.T and TSA to ensure secure I.T service availability for both internal and external access to Trust networks.
- Ensure all systems Daily checks are structured and completed, these checks will include;
  - Morning-Checks.
  - Visual-Checks.
  - Server-Log, Backup and AV Checks.
  - IT Room Checks.
- When required (during peak times or to cover annual leave/absence), to support on-site technicians on a day to day basis for technical backup or BAU Service. Manage incidents and SRs in an efficient and timely response to requests made through the I.T Service desk.
- To provide exceptional senior level technical support to 1<sup>st</sup> and 2<sup>nd</sup> line IT staff.
- Ensuring the day to day smooth running of domain and seamless continuity of ICT systems across the Trust.
- Assist in maintaining the web and content platforms across the Trust and promote the Trust's ethos and vision as governed by the senior leadership team, and meet with Ofsted requirements.
- To support and trouble shoot issues with Windows servers both physical and virtual (VMware, Hyper-V, Citrix), Windows Desktops 7/10, Apple Mac/iOS, Office365/Azure, Veeam/Veritas Backup and Replication, SIMS (Management Information System), Biostore (Biometrics/Cashless), and PS Financials accounting systems.
- To remotely resolve issues and SRs reported to the Service desk, regular visits will be scheduled to Trust sites to repair and resolve I.T issues and to undertake routine maintenance, upgrade and support tasks. Support for the Trust's centralised I.T network includes, but is not limited to:
  - End User Devices (workstations, tablets, laptops, AV, interactive whiteboards)
  - Wired and wireless infrastructure
  - Servers and services
  - Email system and internet access
  - Administration of user permissions/access rights
  - Software, applications and licenses
  - Storage and management of data including back-up and recovery
  - Telephony
  - Building Management Services in conjunction with Estates
  - Management Information Systems
  - Closed Circuit Television
  - Access Control
  - Managed Print Services
  - Cashless Catering
- Monitor progress of all incidents, SRs, Sev-1 / 2 failures against the Trust's Service Level Agreement targets and respond promptly to unacceptable performance levels.
- Maintain high communication and flag projects or I.T Service risks with the Head of I.T, ensuring escalation of incidents to the appropriate support level as necessary and work with the Head of I.T Services, 3<sup>rd</sup> parties and/or other stakeholders to resolution.
- Implement daily/morning/event systems checks and hardware visuals. Ensuring the processes exist for repairing faults and reporting more complicated issues to Head of I.T.
- Ensure technical processes are drafted and implemented for regular housekeeping activities including server-patching, backup/testing and restore, virus checking, and updates.
- Maintain the Trust's asset register for all I.T equipment and ensure all assets are appropriately logged, tracked, tagged and security marked as formally defined by the Head of I.T.
- Assist with the implementation and compliance with the Trust's I.T Acceptable Use policy.
- Define and introduce Trust wide monitoring solution(s) for academy/school systems 24/7 alerting and reporting. This will also include configuring alert benchmarks.
- Ownership, and applying restrictions as needed for the safe use of all I.T systems in line with relevant Trust and school policies (e.g. Safeguarding, AUPs, Child Protection, E-safety, Data Protection and Freedom of Information) reporting inappropriate behaviour to the relevant person as appropriate.
- Promote a diligent and "technical risk-aware" approach within the technical teams around data-management, handing and sharing in respect to GDPR Policies. This will include direct liaison with the CHAT Trust Data Protection Officer for enforcement of set parameters around GDPR compliance.

### **Strategy**

- Contributing to strategy development regarding IT provision by Head of IT, and implementation across the Trust and Academies.
- To assist the Head of IT in technical training to staff on allocated training days, and provide one to one training on technologies as required.
- Identify software, hardware and working practices required to fulfil technical and service functional specifications as defined by Trust staff.  
Support the Head of IT in maintaining an overall view of the capabilities of the Trust's IT Service and contribute to continuous improvement to meet future needs.

### **Operational, Strategic Planning:**

- Take end-to-end ownership of escalated breaks, faults and service requests once assigned.
- Liaise within the Internal Team and other support teams, as required, to ensure a successful resolution to each service request or issue escalated.
- To liaise with third party contacts, arrange warranty repairs, and perform diagnostics.
- Asset management of all IT equipment, and ensure that all equipment is security tagged/marked and tracked after purchase and release to CHAT.
- Carry out responsive on-site visits related to technical escalations and project works.
- Assist with the installation, appropriate configuration and maintenance of IT equipment, infrastructure and software in accordance with relevant regulations, copyright and legal requirements. Ensure change is documented and follows a set configuration procedure where available.
- Ensure all technical and project work carried out complies with health and safety requirements.
- Monitor and Alerting across CHAT systems to ensure they are secure and available, and use is in accordance with the Trust's IT Policy(s).
- Develop and maintain the web and content platforms of Trust IT systems. To keep the website, learning platform, and digital signage screens up to date and develop aspects as required.
- Maintain an awareness of developments in the IT industry and actively seek to develop and broaden knowledge and skills relevant to the post.
- To perform routine maintenance tasks on the Trust's IT equipment to include computers, printers and other peripherals.
- To monitor, manage and plan for changes in the Trust's IT resource for safe, effective use by students and staff.
- To install, configure, maintain/administer and changes in the Trust's IT equipment and systems for safe, effective use.
- Management of data backups and archiving of critical systems and data.  
Supporting the management of servers, both physical and virtual including systems upgrades, backups and development of existing systems.

### **Curriculum Provision and Development:**

- To contribute to raising standards of achievement and maximising student attainment with particular regard to IT provision and usage across the Trust.
- To share and support the Trust's and Trust's responsibility to provide and monitor opportunities for personal and academic growth.  
To facilitate and encourage a learning experience which provides students with the opportunity to achieve their individual potential with particular regard to IT provision and usage across the Trust.

### **Training and Development:**

- To take part in the Trust's staff development programme by participating in arrangements for further training and professional development.
- To work as a member of a designated team and to contribute positively to effective working relations within the Trust.
- To engage actively in the Performance Appraisal Review process.
- To undertake, and update on internal or external training needed around safeguarding and child-protection procedures.

**Quality Assurance:**

- To adhere to and to help implement Trust quality procedures.
- To contribute to the process of monitoring and evaluation of the use of IT in line with Trust procedures.
- To implement modifications and improvement where required.

Monitor external contracts and to ensure service providers meet or exceed their obligations including escalating to Head of IT.

**Management Information:**

- To maintain appropriate records and to provide relevant, accurate and up-to-date information for the Trust's management information system.
- Ensure the Trust's data is adequately protected and that systems are used in accordance with applicable Trust policies and legal requirements.
- Ensure systems are secure and documented.

Review, develop and contribute to the implementation of the Trust's e-Safety, Data Security and other IT related policies.

**Communication:**

- To communicate effectively with all stakeholders as required.
- To follow agreed policies for communications in the Trust.
- To prepare and provide reports as required.

**Other:**

- To play a full part in the life of the Trust community, to support its Strategic Commitment and Purpose.
- To actively promote the Trust's policies.
- To continue personal, professional development.
- To actively engage in the Trust's self-review and evaluation, Appraisal of Performance processes.
- To comply with the Trust's Health and Safety Policy and undertake risk assessments as appropriate.
- To comply with the Trust's procedures concerning safeguarding and to ensure that training is accessed.
- Willingness and ability to work flexible hours including early evening and weekends if required.
- Possess a clean and a valid driving license including drive their own car.

The postholder is required to carry out any other duties consistent with the post, at any site on which the Trust operates.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to maintain a standard of dress conducive to their position as professionals and in setting an example to students.

**Person Specification**  
**2<sup>nd</sup> Line Analyst**

<b>Criteria: E=Essential, D=Desirable</b>		<b>How identified</b>
<b>Qualifications &amp; Background</b>		
Degree in Information Communication Technology, BTEC/HND or other relevant Higher Education Qualification	<b>E</b>	Application
Microsoft Qualifications MCIPT, MCP / CCNA / VCP or other relevant IT qualification	<b>E</b>	Application/Interview
<b>Experience/Knowledge</b>		
Experience with providing support to Windows Operating Systems, specifically Windows 7/10 desktops, Server 2008/r2 and Server 2012/r2	<b>E</b>	Application/Interview
Experience of Server Administration: Active Directory, Group Policy, DNS, DHCP, Print Management	<b>E</b>	Application/Interview
Experience of Image Deployment including WDS, MDT, SCCM	<b>E</b>	Application/Interview
Experience of Windows Server Update Services (WSUS) and Microsoft IIS	<b>E</b>	Application/Interview
Good understanding of core Microsoft Packages (Office 2003/2013)	<b>E</b>	Application/Interview
Experience of Office 365/Azure Administration	<b>D</b>	Application/Interview
Demonstrates an understanding of the benefits of technology in education.	<b>E</b>	Application/Interview
<b>Skills/Personal Qualities</b>		
Ability to deal sensitively with people and resolve conflicts effectively	<b>E</b>	Interview
Excellent interpersonal and communication skills	<b>E</b>	Application/Interview
Excellent planning, organisational, diagnostic and analytical skills	<b>E</b>	Application/Interview
Ability to work as part of a team in a positive, open and reflective manner	<b>E</b>	Application/Interview
Ability to keep calm under pressure and meet deadlines	<b>E</b>	Application/Interview
To be receptive to new ideas, approaches & challenges	<b>E</b>	Application/Interview
Ability to show discretion and integrity in dealing with confidential information	<b>E</b>	Application/Interview
<b>Safeguarding</b>		
Shows a personal commitment to safeguarding in Education and promoting welfare and rights of young people	<b>E</b>	Interview
Can demonstrate an ability to contribute towards a safe environment	<b>E</b>	Interview
<b>General</b>		
Ability to form and maintain appropriate relationships and personal boundaries with young people	<b>E</b>	Interview
Committed to high standards of customer service	<b>E</b>	Interview
Committed to equality and diversity	<b>E</b>	Application
Ability to keep up to date with technical developments and legislation.	<b>E</b>	Application
Committed to own professional development	<b>D</b>	Application