

## **JOB DESCRIPTION**

**SCHOOL: HOMEWOOD SCHOOL AND SIXTH FORM CENTRE**

**ASSOCIATE STAFF – GENERIC**

**STAFF NAME:**

**POST TITLE:           HELPDESK MANAGER**

**COLLEGE:**

### **1 - JOB PURPOSE AND ACCOUNTABILITY**

- 1.1 To manage the Trust's ICT Helpdesk and device Fault system. To support the work of the Service Centre.
- 1.2 Your immediate responsibility is to:
  1. Trust IT Lead
  2. All staff are ultimately responsible to the Principal.

### **2 - GENERIC – ASSOCIATE STAFF**

- 2.1 All staff play a part in the establishment and on-going development of the school and take a positive approach to the raising of standards and the development of the school. They can expect to be involved in appropriate meetings. You will meet weekly with your line manager to review the week's work and work for the coming week.
- 2.2 Most staff can expect to be attached to a College. They will carry out the related duties as agreed and in accordance with their job description. Be prepared to undertake appropriate training if and when required.
- 2.3 All staff are expected to adhere to the schools principles and policies which underpin good practice and the raising of standards.
- 2.4 All staff share with other colleagues the responsibility for the maintenance of good order and adherence to school rules across the student population. All staff are expected to deal with issues that they encounter in an appropriate manner.
- 2.5 All staff are responsible for their own Health and Safety and the health and safety of students within their care, both on and off school premises and when engaged in school activities.
- 2.6 All staff provide support to the management of the school and assist in supporting the teaching and learning process of the school and provide support for school functions as appropriate.
- 2.7 To support the learning process and good administrative practices in the school.
- 2.8 To respond to the requests of teaching staff.

- 2.9 To support other associate staff by covering their duties if they are absent from work.
- 2.9a To carry out other duties as may be reasonably required by the Principal from time to time.

### **3 - GENERAL – APPRAISAL PROCESS**

- 3.1 All staff are expected to contribute to the Associate Staff Review process which involves the setting and reviewing of individual targets.
- 3.2 Review targets may include:
- An empirical target to ensure that progress is measured accurately and effectively
  - A target based on the School Improvement Plan
  - A target which will encourage personal and professional development

### **4 - SPECIFIC DUTIES – HELPDESK MANAGER**

- 4.1 Manage the Trust ICT Helpdesk systems so that Staff can submit and are able to receive ICT support in the most effective and efficient way
- 4.2 Oversee the day-to-day administration of the Trust Helpdesk systems, ensuring that issues are resolved promptly and accurate records maintained
- 4.3 Undertake accurate administration of records and information relating to the e-Learning schemes including the logging, monitoring and escalation of cases with third-party maintenance providers
- 4.4 Provide accurate documentation on various technical procedures when needed
- 4.5 Manage asset inventory and ensure accurate records are maintained
- 4.6 Support the school device fault system so that students, staff and parents are able to submit and receive a 5 day service/repair cycle for the following:
- School devices – build, configuration support, maintenance and repair in line with current Insurance and Warranty criteria
  - Software – school provided licenses, installation, configuration support and maintenance
- 4.7 Analyse help desk activity and make recommendations for increased organisational efficiency and effectiveness. Prepare periodic reports with recommendations and trends
- 4.8 To work closely with the ICT Technician and provide front line technical support to staff and students for all computer related problems ensuring that agreed targets are met and appropriate qualitative standards achieved
- 4.9 Support the school application infrastructure so that staff and students can perform their daily duties

4.10 Support the Service Centre service cycles, repair protocols and return procedures as specified by Tenterden Schools Trust and its Supplier Companies for the following:-

- Purchase Orders
- Invoice's supplier
- Insurance paperwork
- Warranty paperwork

4.11 Adhere to Service Centre Procedures and Standards

**Note**

1. The above job description may be reviewed during the academic year. It may also be amended at any time but before this happens you will be given appropriate opportunities to discuss any proposed amendments.