

## Role Specification

**Position:** ICT Support Technician  
**Reports to:** ICT and Security Lead  
**Key Relationships:** Learners, Directors & ETF Group Staff

**Annual Leave:** 28 days inclusive of statutory bank holidays

**Place of Work:** Torquay- also required to work at other sites as directed  
*(Must be capable of travelling for business related purposes)*

**Contract:** Permanent, Full Time, 37.5 hours p.w.

**Salary Band:** £17,500 - £22,500

**This role is subject to an enhanced DBS check with a 6-month probationary period.**

### Overview:

The role of the ICT Support Technician is to provide first line support for all staff and Learners at Eat That Frog. We have centres currently in Torquay, Paignton, Plymouth and Newton Abbot but shortly expanding to Exeter. We also have home and remote working, all using cloud-based systems including assistive technology. The ICT Support Technician is responsible for resolving support requests as well as meeting customer satisfaction and continuous service delivery and staff training demands. ICT Support staff work in a dynamic, fast-paced environment which provides services over the phone, through e-mail, or in person at any of our centres.

### Key Objectives:

| <b>Objective</b>                                                                                                                                                                                               | <b>Measured by</b>                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>To work securely meeting requirements of Cyber Essentials Plus throughout the ICT services</li> </ul>                                                                   | <i>Cyber Security Essentials Reports, system audit, Training feedback</i> |
| <ul style="list-style-type: none"> <li>To supply an ICT support service to staff and learners with a good working knowledge about networking, cloud-based service and different operating systems.</li> </ul>  | <i>Ticket System Reports, service feedback</i>                            |
| <ul style="list-style-type: none"> <li>To Maintain ICT Asset Register</li> </ul>                                                                                                                               | <i>Asset Register</i>                                                     |
| <ul style="list-style-type: none"> <li>To support and contribute to the Eat That Frog's responsibility to safeguarding learners</li> </ul>                                                                     | <i>Safeguarding Logs</i>                                                  |
| <ul style="list-style-type: none"> <li>maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with learners, parents and colleagues</li> </ul> | <i>Breathe HR</i>                                                         |

### Responsibilities:

- Install and configure computer hardware
- Install and configure computer operating systems and applications
- Monitor and maintain computer systems and networks
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Follow diagrams and written instructions to repair a fault or set up a system
- Repair ICT equipment and replace parts as required
- Resolve ICT support calls from the ticket system within an agreed timeframe
  - Prioritise and manage many open cases at one time

- respond within agreed time limits to call-outs
- Talk staff, volunteers and clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues
- Support the roll-out of new software systems and applications
- Test and evaluate new technology
- Provide system support, including procedural documentation
- Produce/contribute to management and information reports
- Issue new equipment to staff and learners as directed by ICT and Security Lead
  - Ensure training is provided for all equipment issued
  - Log the issue of equipment and provide details to HR to record on BreatheHR
- Set up new users' accounts and profiles
- Deal with password issues, resets, locking/unlocking
- Establish excellent working relationship with staff, volunteers, learners and other professionals, such as software developers
- Support the maintenance of the ICT Asset Register
- Undertake electrical safety checks on electrical equipment (PAT Testing) and maintain a log.

### Personnel

- Take part in appraisal, supervision and performance management for your area of responsibility.
- Keep yourself up to date with knowledge of technology and CPD .
- Create and deliver staff training ensuring best practice for their support.
  - Maintain and develop resources
  - Co-ordinate resource deployment
  - Monitor effectiveness in meeting needs.

### Quality

- Undertake assessment for your area of responsibility, and support:
  - Assist with gaining and maintaining Cyber Essentials Plus
  - Assist with gaining and maintaining MATRIX and other standards within ETF Group
  - Contribute to Self-assessment and QIP

### Facilities

- Ensure all work is undertaken in accordance with health and safety rules and policies, generating and reviewing risk assessment.

### General

- Attend meetings and conferences within a network of professional contacts as required
- Comply with all Company Policies and legal requirements with special reference to Health and Safety; Data Protection, Safeguarding/Prevent duty and the promotion of Equal Opportunities at all times
- Travel as required for business to support other ETF establishments, community-based delivery and to meet wider business needs.
- Maintain and promote your workplace as a clean and healthy environment
- Undertake any other duties required by senior management.

### Safeguarding

ETF is committed to safeguarding and promoting the welfare of learners, including children and vulnerable adults and expects all staff and volunteers to share this commitment.

| Person Specification                                                             | Essential | Desirable |
|----------------------------------------------------------------------------------|-----------|-----------|
| <b>Qualifications</b>                                                            |           |           |
| Level 3 Diploma in ICT Professional Competence<br>(or equivalent qualification ) | ✓         |           |
| Literacy/Numeracy level 2 or equivalent                                          | ✓         |           |
| PAT Testing competence certificate                                               |           | ✓         |
| <b>Skills &amp; Experience</b>                                                   |           |           |
| At least 3 years' experience in ICT support role                                 | ✓         |           |
| At least 3 years' experience of working in educational settings                  |           | ✓         |
| Experience of working to company policies                                        | ✓         |           |
| Ability to maintain accurate records and administration                          | ✓         |           |
| Excellent presentation and communication skills                                  | ✓         |           |
| Excellent time management                                                        | ✓         |           |
| Excellent ICT skills, particularly Office 365 and using web-based apps           | ✓         |           |
| Analytical thinking skills                                                       | ✓         |           |
| Ability to travel for work as required                                           | ✓         |           |
| Ability to inspire and motivate people                                           | ✓         |           |
| Ability to meet legal requirements of the role (H&S, Safeguarding, etc)          | ✓         |           |
| Knowledge of Various Platforms                                                   | ✓         |           |
| Good problem solving and trouble shooting Skills                                 | ✓         |           |
| Good understanding of Networking Systems                                         | ✓         |           |
| Knowledge of telephone communication Systems                                     | ✓         |           |
| <b>Personal &amp; Work-related attributes</b>                                    |           |           |
| Creative/Imaginative thinker/trainer                                             | ✓         |           |
| Demonstrate positive behaviours at all times                                     | ✓         |           |
| Demonstrate flexibility and enthusiasm at all times                              | ✓         |           |
| Demonstrate excellent negotiating skills                                         | ✓         |           |
| Demonstrate an assertive approach to negotiations                                | ✓         |           |
| Work calmly under pressure                                                       | ✓         |           |
| "Can-do" self-motivated attitude                                                 | ✓         |           |
| Work under own initiative and able to take instruction                           | ✓         |           |
| Work flexibly to fulfil the role requirements                                    | ✓         |           |
| Committed to equality of opportunity                                             | ✓         |           |