

Role Profile – Senior Onsite IT Technician

Since our inception, the Dataspire team have always been passionate about education, almost as much as we're crazy about IT. Our focus has been simple: to work in partnership with schools of all sizes in creating dependable and high-performing IT environments which ensure staff have total confidence in using ICT to deliver outstanding learning environments for their students.

Key Contact Information

COMPANY DETAILS

Dataspire, Lowry Mill, Lees Street,
Manchester M27 6DB

LOCATION

Northern Region

RESPONSIBLE TO

Head of Service Delivery

80

full-time staff

250+

successful major projects
delivered into schools
since we started

96%

of issues resolved
within our SLA

Lots

of times we have gone
above and beyond
for our clients



100%

of our business from
education sector

60K

IT issues logged into our
service desk in the
last 12 months

95%

Contract Retention Rate



Role Profile – Senior Onsite IT Technician

Main Duties

- Be the key single point of contact to the customer for Dataspire ICT Managed Services delivered within the specified customer site.
- Line manage School On-Site ICT Technician(s) as applicable, providing time and workload management guidance, including task prioritisation.
- Triage all school-generated Service Desk Tickets;
 - Manage Ticket assignment to the on-site resource(s) where applicable, escalate to the Dataspire Service Desk or self-manage as considered appropriate.
 - Manage Issue escalation as required.
 - Focus on ticket priority based upon the effect of the incident upon Teaching & Learning.
 - Manage VIP ticket escalation.
- Work seamlessly with the Dataspire Service Desk to ensure ongoing effective delivery of all elements of the ICT Managed Support Service.
- Provide all school-based users with on-site technical assistance, either directly or through the on-site team of IT Technician(s).
- Manage all Dataspire ICT Managed Service delivery processes and perform routine on-site service delivery and system maintenance tasks.
- Manage on site change processes alongside the Dataspire Project Teams and the Dataspire Service Desk.
- Be responsible for all technical tasks allocated to the onsite call queue allocated through the Service Desk.
- Ensure on-site technical investigation of all issues and escalate problems as and when appropriate, to ensure that all incidents are resolved within the specified SLA time scales.
- Drive Continual Service Improvement by pro-actively seeking out issues, investigating them and providing suitable resolutions.
- Engage effectively with any ICT customer employed third parties.
- Become a collaborative and effective member of your Regional Team.
- Support and drive the “One Team – Stronger Together” ethos and develop the relationships between OSEs, Dataspire’s Service Desk and the School.

Role Detail

1.1 Service Desk and Technical Assistance

- Use the Service Desk software to report, log and correspond to all incidents and Service Requests
- Communicate with school-based staff to inform them of actions and progress of reported incidents and problems
- Assist school-based staff and students with technical issues*
- Assist with completion of change work as directed by the Service Desk
- Upon request provide out-of-hours technical support to Managed Service customers either yourself or through an allocated member of your school team**
- Provide high levels of customer service enhancing Dataspire's reputation

1.2 Managed Service Operations

- Ensure daily, weekly and termly routine tasks are correctly assigned, implemented and monitored alongside Regional Technical Service and Service Relationship Management teams (this includes daily remote 'green-light' system events)
- Ensure that start-of-year and end-of-year procedures are correctly assigned, implemented and monitored for each site

- Line-manage the Onsite ICT Technician(s) in line with Dataspire policies – including input into recruitment, performance management and disciplinary matters if required.
- Manage Change Request and the Change Management processes with the customers. Manage Change Management process with the Service Operations Team and Sales Team
- Liaise with third-party suppliers/partners on behalf of the client/company and manage escalation where required
- Triage and manage Major Incidents (MI) in line with Dataspire policy
- Maintain and manage school asset recording systems
- Maintain and manage school swap stock systems
- Maintain and manage site CSA reports
- Complete documentation to standard and at the request of the MST
- Input into Continual Service Improvement initiatives and ITIL process development
- Input into ICT strategic planning alongside the Service Relationship Manager
- Attend ICT steering meetings and advise on school ICT usage/training requirements
- Work with school leaders to develop and deliver ICT drop in training/sessions as and when appropriate

1.3 Technical Service Management Tasks

- Manage, maintain and deploy images to workstations or laptops
- Maintain printer management systems*** and monitor networked printer queues
- Create/restore workstation/laptop images
- Complete Active Directory administration (new users, password resets etc.)
- Maintain Hyper-v environment
- Monitor and configure Veeam backups
- Monitor and maintain SCCM (MS updates, AV and image deployment)
- Monitor and maintain Webfilter applications
- Monitor and maintain network switch environment
- Monitor and maintain Office 365/Google environments
- Maintain all on-site documentation

1.4 Project Support

- Assist on projects as directed by MST, project manager or technical consultants.
- Produce technical documentation to standard at the direction of Project Management or MST.

1.5 Onsite Ticket Management

- Allocate onsite assigned ticket to the onsite team.
- Check that the onsite tickets are approached and completed in line with assigned SLA's and Ticket Standards Best Practice.
- Ensure the onsite tickets are escalated when required to the Service Desk.
- Communicate at all levels to ensure that all interested parties are updated via the ticketing system regarding on-site call progression.

1.6 Event Support

- Communicate to the MST/Head of Support Services any school events which may impact the services supported by Dataspire.
- Keep all event groups updated regarding changes or relevant information about the event.
- Document relevant support information when required for distribution to the Dataspire support team and customer.

1.7 Other Tasks

- Keep working rooms clean, tidy, safe and equipment/spares organised.
- All other duties as directed by your line manager.

1.8 Values, Ethics & Behaviours

- To support Dataspire goals, values, ethics and Dataspire guiding principles (Focus on Value, Start where you are, Progress iteratively with feedback, Collaborate and promote visibility, Think and work holistically, Keep it simple and practical, Optimise and automate) in your own approach
- To support, encourage and drive improvements across Dataspire (People, Processes, Partners and Products) by taking a proactive and supportive approach in line with the Dataspire key principle “One Team – Stronger Together”.
- Encourage, promote and be a champion of the core values of Dataspire encapsulated in our mission: “To be the most customer-conscious ICT company that continuously enhances the efficiency, productivity and impact of our customers, by providing and supporting world-class solutions and technical talent, and building the path to a better, sustainable future”

** Where this is supported under the site managed-service contract (individual basis)*

*** Student support issues should be reported via members of school-based staff or by agreed “drop-in” sessions only. Students are not allowed to email the service desk or individual onsite managed-service staff.*



Dataspire, Lowry Mill, Lees Street,
Manchester M27 6DB

0845 603 1233

www.dataspire.co.uk



Crown
Commercial
Service
Supplier