

Since our inception, the Dataspire team has 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.

## Job Description

**Job Title:** Senior On-Site Technician

**Responsible to:** Regional Technical Services Manager

### Main purpose of the role:

- 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 on-site 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

## Main Duties in the Role

### 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

### Managed Service Operation

- 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 On-site 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

## 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

## Project Support

- Occasionally assist on IT projects at the request of the TSM or Project Management team.

## On-site call queue

- Allocate on-site assigned calls to the on-site team
- Check that the on-site calls are approached and completed in line with assigned SLA's
- Ensure the on-site calls are escalated when required to the correct Service Desk Tier/Level
- Communicate at all levels to ensure that all interested parties are updated regarding on-site call progression

## Event Support

- Communicate to the TSM / Service Desk Manager 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

## Other Tasks

- Keep working rooms clean, tidy, safe and equipment organised
- Complete all other duties as directed by your line manager

## 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 Statements: “To develop our positive culture and nurture Dataspire employees with collaborative development in a respectful and inclusive environment that promotes equality with integrity, whilst keeping the customer at the heart of all we do”.

### Join the Dataspire Team!

If you are interested in joining the Dataspire team, please send us your CV, along with your expression of interest to [careers@dataspire.co.uk](mailto:careers@dataspire.co.uk)

*\* 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 on-site managed-service staff.*

*\*\* With advance notice and within the company’s HR policy*

*\*\*\* Where this is supported under the site Managed Service Contract (on an individual basis)*