



Role Profile – 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 – Onsite IT Technician

Main Duties

- To assist the service desk with the delivery of the ICT managed support service. Resolve service calls as directed by the service desk.
- Perform routine service delivery tasks.
- Provide school-based users with technical assistance and report service issues in accordance with the service desk policies.
- To assist with change-deployment and with new deployments where directed.

Role Detail

1.1 Service Desk and Technical Assistance

- Use the service desk software to report, log, action and correspond to tasks.
- Communicate with school-based staff to inform them of action and progress of reported problems.
- Complete Active Directory maintenance tasks as directed by the service desk.
- Complete backup restores as directed by the service desk.
- Complete internet filtering as directed by the service desk*.
- Assist with completion of change work as directed by the service desk.

1.2 Onsite Support Duties

- Assist school-based staff and students with technical issues**
- Complete back-up tape rotation as per the backup schedule.
- Perform “green-light” service checks as directed by the service desk.
- Perform “evening checks” as directed by the service desk.
- Complete software installations on workstations and laptops as directed by the service desk.
- Maintain anti-virus checks, notify users of infections and perform cleanup.
- Complete SIMS/CMIS installations/reinstallations on new workstations and laptops.
- Complete deployment of images to workstation or laptops as directed by the service desk.
- Maintain printer management systems* and monitor networked printer queues.
- Change and replace printer consumables, paper as required.
- Restore workstation/laptop images as directed by the service desk.
- Workstation and laptop support. Assessment and resolution of hardware/software issues.
- Support for printers. Basic assessment and resolution of hardware issues.
- Support for ICT peripheral devices (USB devices, Scanners, Graphic tablets etc)* Assessment of hardware/software issues.
- Support for interactive whiteboards and projectors*. Basic assessment and resolution of hardware issues.
- Support for wireless access points and hardwired network points*. Basic assessment and resolution of issues.
- Complete routine hardware/software maintenance tasks as directed by the service desk.
- Report breakages, vandalism or reoccurring problems to the service desk.
- Complete trouble-shooting tasks on supported infrastructure as directed by the service desk.
- Test and change cables as required. (Network, USB, serial, parallel etc).
- Change and diagnose hardware equipment as directed by the service desk.

1.3 Project Assistance

- Manage workstation rollout projects as directed by MST, especially on new MS projects.
- Perform system audit tasks as directed by Project Management or MST.
- 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.

1.4 Other Tasks

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

1.5 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

