



## **BPP Job Description**

**Job Title** **IT Support Specialist**

**Department** **Technology**

**Location** **Home and office based**

**Travel requirements (if applicable):** Travel will be required to other Group sites

**Contract type** **Full time and permanent**

**Hours of work** **37.5**

**Reporting lines** **IT Support Team Leader**

### **Job Purpose**

The primary duty of the IT Support Specialist is to deliver IT services to Lyceum Education Group staff and student environments, ensuring effective delivery of hardware provision and technical support. The IT Support Specialist will be assigned several sites by their team leader for which they will be directly responsible in managing.

The team ensures that IT hardware including, classroom-located devices, laptops and mobile phones are provisioned, maintained, and supported to a high professional standard whilst interacting with staff and students.

Success in the role will ensure the smooth running of technology across the Group's estate, maximising service delivery of educational services to our customers and the productivity of BPP's internal business services.

### **Key Responsibilities**

- Point of escalation for the 1<sup>st</sup> line IT Service Desk and IT Support Technician's.
- Support BPP's hardware estate, including desktops, laptops, tablets, and smart devices, as well as Operating Systems and applications.
- Build Desktops and Laptops using SCCM/Intune to support IT Support Technicians where necessary.
- Take ownership of incidents/request and manage them through to resolution or ensure timely escalation within ServiceNow.
- Assist with the coordination, management and resolution of Major Incidents.
- Manage the IT Support queue in ServiceNow, ensuring tickets are resolved within SLA/OLA or escalate accordingly, in a timely manner.

- Provide remote assistance using prescribed tools such as; GoToResolve, SCCM Remote Tool, Microsoft Teams.
- Provide Telephony support across a range of systems (MS Teams, Vonage).
- Mobile device support and administration via Intune.
- Administration and troubleshooting of our Computer Based Exam software.
- Monitor and maintain stock levels, ensuring the Asset register and stockrooms are kept up to date in Service Now
- Liaise with the team and 3<sup>rd</sup> parties to obtain quotes for additional hardware, software and IT peripherals
- Liaise with 3<sup>rd</sup> parties to manage the asset lifecycle, including disposal and supporting documentation to evidence data destruction
- Produce technical training guides and documentation to share knowledge with internal teams including the service desk, in Service Now.
- Produce non-technical training guides and documentation to aid self-service for staff, in Service Now.
- Point of escalation and SME for specific BPP Software/Applications.
- Liaise with other teams within the IT Department to assist with resolution of Incidents/Requests and project work.
- Assist with new or ongoing IT related project work.
- Proactively manage assigned sites and suggest improvements and innovation.

#### **Skills, experience & qualifications required – Essential**

- Solid knowledge of Office 365 applications
- Solid background in Active Directory
- Network troubleshooting (including wireless), IP, DHCP, DNS
- Desktop and laptop imaging using SCCM/Intune
- Smart phone, iPad and Windows tablet user support
- Desktop PC and laptop hardware, troubleshooting
- Printer troubleshooting and management
- Remote access via Citrix and Cisco VPN
- Sophos Endpoint administration and troubleshooting
- Projector and audio-visual maintenance and support
- Ability to deal professionally with users, customers, and suppliers at all levels
- Excellent communication skills, with the ability to communicate effectively to non-technical users
- Self-motivated and committed IT professional must be able to work on own initiative and without supervision
- Proven experience of working in a high-pressured corporate environment
- 3+ years experience working in an IT support related role

#### **Skills, experience & qualifications required - Desirable**

- Microsoft 365 Associate or equivalent level MCSA/MCP Qualification
- Experience in Microsoft Azure
- Experience in Microsoft Endpoint Manager Admin Center
- Experience in providing Apple device support
- Computer Based Assessment software configuration and support
- Cisco switch knowledge and experience
- Basic Scripting (SQL, Powershell)