



CANDIDATE INFORMATION PACK

IT Field Technician

Welcome from the Director	02
About the Role	03
Support Locations Map	05
About L.E.A.D. IT Services	05
Benefits of being part of L.E.A.D. IT Services	06
How to apply/the selection process	07
Job Description	08-09
Person Specification	10-12



A Word from the Director

We all know that people are the foundation of any great organisation. We would not be where we are today, without our committed employees and loyal customers. With over 15 years of working with hundreds of organisations, we have an end-to-end ICT Managed Service to ensure our clients are fully supported.

Noel-Baker IT Services started in 2010 and was created as an entity of the school, Noel-Baker. Over the years, the business has continued to grow, as has the number of staff within the team.

In 2016, the company moved under the L.E.A.D. Academy Trust. After the move, the company changed its name, where it became L.E.A.D. IT Services.

During 2017, the company expanded to more than 25 team members, supporting over 90 schools and businesses, ranging from nurseries to colleges to specialist schools

We now have over 50 dedicated team members supporting in excess of 150 schools and businesses across the UK.

If you are ambitious, determined, energetic and passionate about IT and if you want to join us on our mission, then we look forward to receiving your application.

Lee Jepson
IT Director





Job description overview

- Be the initial point of contact for end-users on site in schools and business settings
- Work independently for all level 1 and level 2 issues and escalate all level 3 issues to the Senior Technicians
- Provide excellent service to customers
- To manage all service requests to agreed resolution times (SLAs)
- Maintain the integrity and security of the IT systems
- To 'own' customer issues through to resolution and recognise when to escalate
- Keep IT support tickets updated with developments at all times
- Travel up to an hour from Derby on a regular basis will be required
- Support with diagnostics, troubleshooting and implementing solutions to improve IT equipment, usage and skills
- Providing IT asset information, updating and adhering to school's policy for retention and removal

"Joining L.E.A.D. IT Services means joining a team that values your dedication, rewards your success, and invests in you. Together through innovation, we are shaping the future of education and making a positive impact on our students." Dan - Senior IT Technician

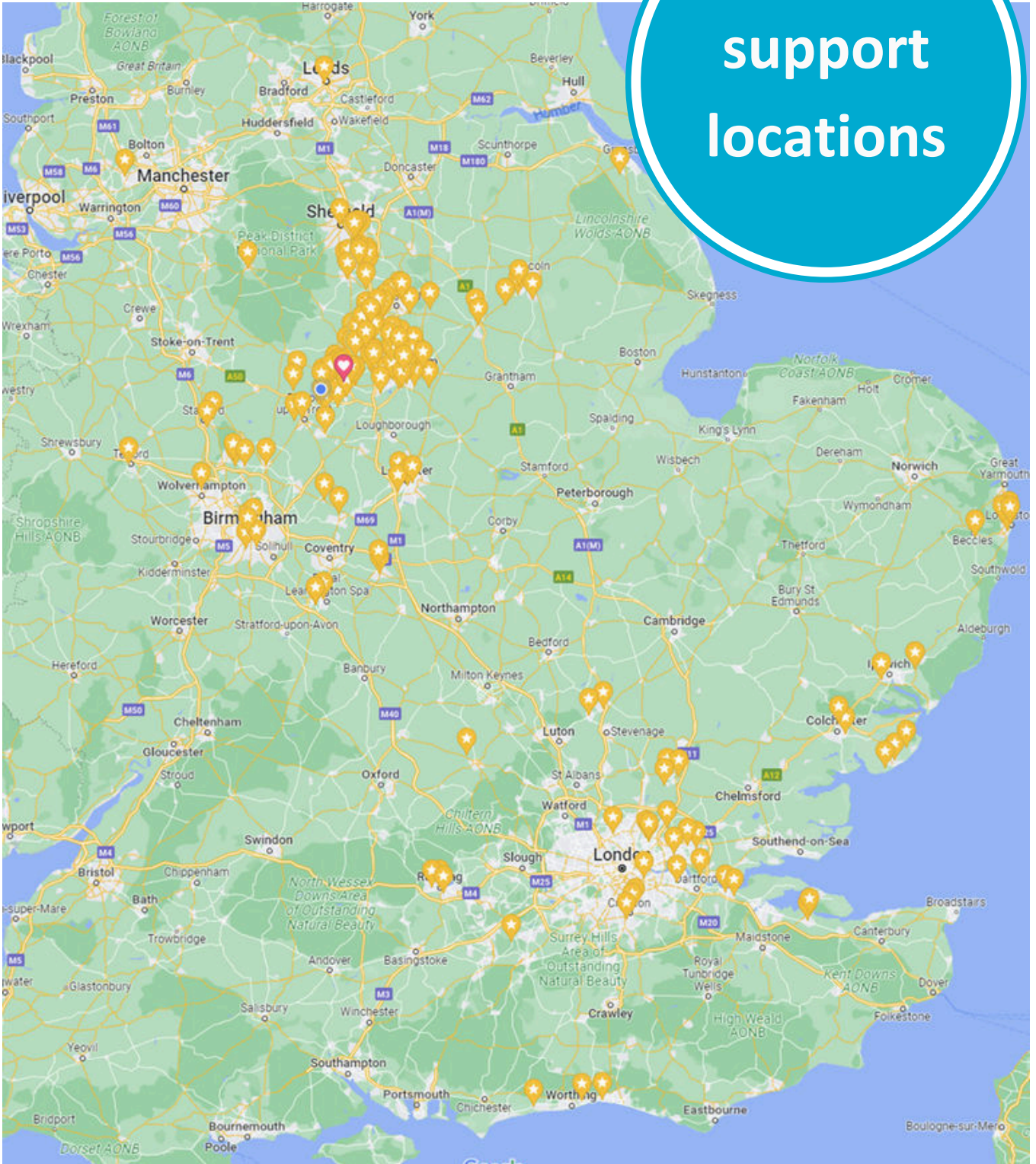
Our office is based in Pride Park, which is easily accessible via public transport. The open plan office is bright and airy with high ceilings and a fully equipped kitchen with break out areas. With many of the team being here from the start and lots who have joined along the way, this small knowledgeable, friendly team really is great to be a part of.

Join us and you can expect an excellent benefits package including a generous holiday entitlement which increases with service, discounted schemes for shopping, entertainment and lifestyle and a pension scheme. ges and adapt to the demands of the business.





Our support locations





L.E.A.D. Academy Trust
comprises of:

24
primary

..... and

3
secondary
academies

..... across

5
geographical
regions

..... with

11,000
pupils

..... and

1,500
members
of staff





Our values

LEAD

We lead by example, setting the standard for excellence in IT services. We take the initiative to pave the way for technological innovation and progress in the industry.

EMPOWER

We empower our employees to reach their full potential, providing them with the tools, knowledge, and opportunities they need to excel. We believe that by nurturing their growth, we, in turn, empower our clients to succeed.

ACHIEVE

We are dedicated to achieving outstanding results for our clients. Our commitment to achieving excellence in every project, no matter the scale, drives us to deliver exceptional solutions and services.

DRIVE

We have a relentless drive to adapt and improve in a rapidly evolving tech landscape. Our determination to keep pushing boundaries, seeking new solutions, and staying ahead of the curve ensures our clients always benefit from the latest advancements in IT services.

Careers with L.E.A.D. IT Services

'Working together to lead the highest outcomes for all.'

Many of our staff have been with us since starting as junior members of staff or as apprentices. We are passionate about giving our team the skills and qualifications they need to succeed and move on to other roles within the company and the freedom to pursue their own interests within the field.

We believe in promoting from within wherever possible and are always looking for new and innovative ways to develop and motivate our staff, such as team away days, recognised online training qualifications and other team centered activities.



Employee feedback

"I love working for L.E.A.D. IT Services as everyday is different. I have gained customer service skills and developed my overall knowledge of IT."



Benefits of being part of L.E.A.D. IT Services

We recognise that successful people place value on a range of benefits associated with their careers, including receiving professional recognition, commensurate financial reward, job satisfaction, opportunity to innovate and a balanced approach to work and personal time. We place value on these aspects too.

Employee benefits from day 1

- All roles (with the exception of apprentices) are subject to a minimum hourly rate, which is currently significantly above the National Living Wage amount. All our support staff roles are subject to a competitive 6-point salary range, allowing for progression within the role.
- Staff benefit from an enhanced holiday allowance starting at 26 or 31 days, up to a maximum of 36 days. The allowance is dependent on the role and amount of service, increasing after 5 and 10 years' service. This is in addition to any Bank or Public holidays.
- Superb CPD opportunities via various established routes.
- Access to Trust EAP service: 24/7 free advice on range of issues and wellbeing counselling.
- Free eyecare vouchers and flu jabs, access to free Occupational Health Service, including physiotherapy service.
- Access to free staff discounts and cashback for a huge range of products.
- Travel Expenses. Any expenses for business travel are reimbursed at the maximum HMRC mileage rate.

Cleint feedback

'Thanks to everyone for your responsive partnership work and person-centred support.'

'The whole team are amazing'.

'Great service again this week from LEAD IT Services'.

'Calm kind solution based approach to problem solving. L.E.A.D. IT, as always are superstars that enable the business of teaching to be paramount.'





How to Apply

Please send a completed application form and covering letter explaining your interest in the role and how you meet the person specification to: jobvacancies@leaditservices.co.uk

Closing date: N/A

Applications will be reviewed as received and you will be contacted to arrange an interview should your application be selected.

L.E.A.D. Academy Trust is committed to safeguarding and promoting the welfare of children and young people and we can expect all staff and volunteers to share this commitment. This post is subject to an enhanced DBS check.

For an informal, confidential discussion about this opportunity, or to book a visit to meet the staff, please email jobvacancies@leaditservices.co.uk

For more information please visit our website <https://www.leaditservices.co.uk/>





Job Description

Key responsibilities and accountabilities

IT Field Technician

Pay Scale: SCP 16 – 21

Salary: £29,572

Responsible For:

Be the initial point of contact for end-users on site in schools and business settings

Responsible To:

School IT Lead / Trust IT Lead / Regional IT Lead / Resource Manager (to be confirmed)

Responsible Purpose:

This role will provide on-site technical support and assistance to schools and businesses. As an IT Field Technician, you will be working at 1st and 2nd Line level, responsible for resolving hardware and software issues, performing system installations and upgrades, and ensuring the smooth operation of IT infrastructure within client locations. This role requires excellent technical knowledge, strong problem-solving skills, and the ability to deliver exceptional customer service.

At L.E.A.D we have a strong vision and four core principles, to lead, empower, achieve and drive. These principles underpin the day to day culture for support to our academies.

1. Main Duties and Responsibilities

- Using previous knowledge and practical experience to provide on-site technical support to schools and businesses, resolving hardware and software issues, troubleshooting network connectivity problems, and ensuring the proper functioning of IT systems.
- Perform installations, upgrades, and maintenance of computer hardware, software, and peripheral devices, including desktops, laptops, printers, and network equipment.
- Respond to service requests and incidents within agreed-upon service level agreements (SLAs), ensuring timely and effective resolution of technical issues.
- Conduct system audits, perform diagnostics, and implement solutions to optimize performance, security, and reliability of IT infrastructure.
- Assist with the setup and configuration of audio-visual equipment, such as projectors, interactive whiteboards, and video conferencing systems. Assists with the setup and monitoring of examinations and related examination equipment.



1. Main Duties and Responsibilities

- Document and maintain accurate records of technical issues, solutions applied, and actions taken in a helpdesk ticketing system.
- Adhere to IT policies, procedures, and standards, ensuring compliance with security protocols and data protection regulations.
- Keep up to date with industry trends and technological advancements, recommending improvements and innovative solutions to enhance client IT environments.
- Support the deployment and migration of IT systems, including data backup and restoration, system imaging, and software deployments.
- Participate in after-hours on-call rotations to provide emergency support and address critical IT issues on an agreement basis.
- Set up and configure network equipment, including routers, switches, cabling, and access points.
- Setup and support network based security systems such as CCTV and Door Access Control.
- Assist with technology deployments, migrations, and projects as needed.
- Assists with the recording of Assets and PAT testing of IT equipment.
- Continuously improve technical skills and knowledge through self-learning and professional development opportunities. Demonstrates a willingness to attend appropriate training and development courses.
- Follow best practices for equipment handling, including proper disposal and recycling of electronic waste. Including ensuring backups are working and perform data restores where required.
- Support with website and media development tasks such as video recording where required.
- Maintain inventory and asset management records, including tracking hardware and software licenses, equipment disposal, and replacement planning.

2. Influencing and Managing Relationships:

- Collaborate with end-users to identify and understand their IT needs, providing guidance and training on the use of technology tools and systems.
- Collaborate with internal teams, external vendors, and service providers to coordinate and resolve complex technical issues that require escalation or additional expertise.
- Provide guidance and training to internal staff and end-users on proper computer and software usage.
- Provide excellent customer service, demonstrating professionalism, responsiveness, and empathy in all interactions with clients.
- Supports any other reasonable duties within the overall function of the job as may be specified by the Director of IT.

As job descriptions cannot be exhaustive, the post-holder may be required to undertake other duties which are broadly in line with the key responsibilities above.

This job description is current at the date shown, but in consultation with you may be changed to reflect or anticipate changes in the job, commensurate with the grade and job title. This includes changes to National Teacher Standards and requirements of the professional role.



IT Field Technician Person Specification

This job description lists the competencies expected of an experienced/fully trained post-holder. The two right hand columns provide guidance for the appointment of new staff. (E = Essential criteria, D = Desirable criteria)

Section	Item Description	E	D
Qualifications and Attainments	Studied to a minimum standard of GCSE (grade A* - C), or equivalent, in English and Maths		D
	IT Certifications: Relevant certifications such as CompTIA A+, Microsoft Certified IT Professional, or Cisco CCNA.		D
Skills and Knowledge	Technical Troubleshooting: Ability to diagnose and resolve hardware, software, and network issues efficiently	E	
	Hardware Repair and Upgrades: Proficiency in performing hardware repairs, component replacements, and upgrades.	E	
	Software Support: Knowledge of operating systems, applications, and user configurations to provide effective software support.	E	
	Networking Fundamentals: Understanding of network protocols, configurations, and troubleshooting methodologies.	E	
	Customer Service: Excellent interpersonal and communication skills to provide professional and friendly customer support.	E	
	Time Management: Ability to prioritize tasks, manage workload, and meet deadlines in a dynamic field environment.	E	
	Documentation: Skill in accurately documenting technical issues, resolutions, and maintaining equipment inventory.	E	
	Adherence to IT Policies: Familiarity with IT policies, security protocols, and data protection regulations.	E	
	Equipment Installation and Configuration: Proficiency in setting up and configuring computer systems, peripherals, and network devices.	E	
	Communication: Clear and concise communication skills to effectively convey technical concepts to non-technical users.	E	



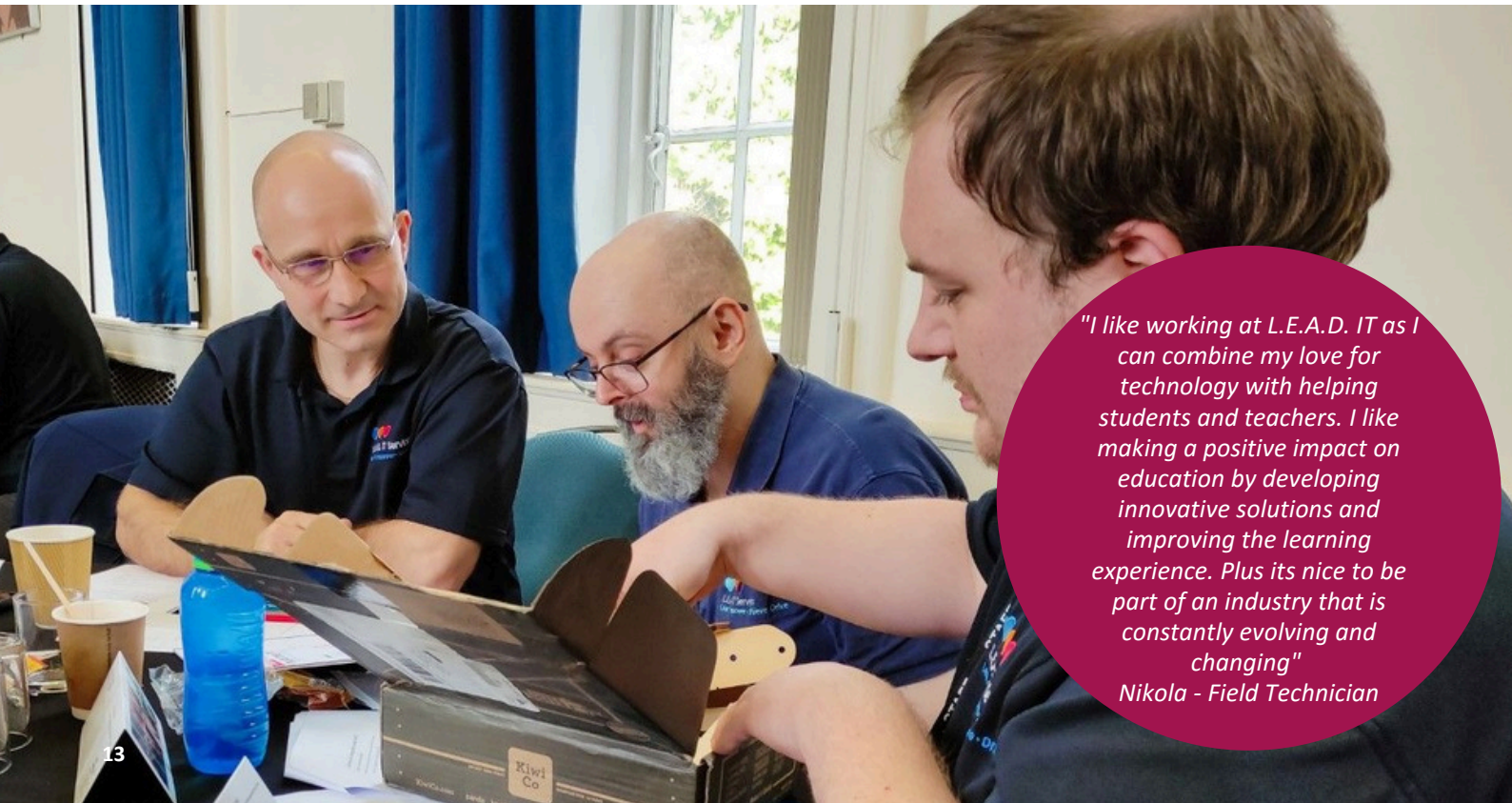
Continued...

Section	Item Description	E	D
Skills and Knowledge	Mobile Device Support: Knowledge of supporting mobile devices, such as smartphones and tablets, including configuration and troubleshooting.	E	
	Familiarity with network protocols, IP addressing, and troubleshooting basic network issues.	E	
	Proficient in diagnosing and resolving hardware and software problems in a timely manner.	E	
	Project Management: Ability to coordinate and manage technology deployments, migrations, and projects.		D
	Knowledge of MIS and HR Systems to support data platform access.		D
	Server Administration: Understanding of server administration tasks, including setup, maintenance, and basic troubleshooting.		D
	Virtualization: Knowledge of virtualization technologies, such as VMware or Hyper-V, for efficient resource utilization.		D
	IT Security: Awareness of cybersecurity best practices and protocols to protect systems and data.		D
	Wireless Networking: Proficiency in configuring and troubleshooting wireless networks and access points.		D
Experience	Application/Software Experience: Office Suite, Office 365, Anti-Virus, Gmail, Adobe.	E	
	Operating System Experience: Windows 10, Windows 11, Windows Server 2016, 2019, 2022, VMware, Ubuntu, macOS.	E	
	Experience with ticketing systems and remote desktop support tools is preferred.	E	
	Remote Support: Familiarity with remote support tools and techniques to assist users remotely.		D



Continued...

Section	Item Description	E	D
Experience	IT Asset Management: Experience in managing IT assets, tracking inventory, and overseeing equipment procurement.		D
Personal Attributes	Continuous Learning: Willingness to stay updated on the latest technology trends and advancements through self-learning and professional development opportunities.	E	
	Ability to work independently and as part of a team, demonstrating a proactive and positive attitude.	E	
	To be able to work as a team to deliver a number of projects within various departments.		D
Additional Requirements	This role is subject to an enhanced DBS.	E	
	Hold a driving licence and have access to own vehicle.	E	



"I like working at L.E.A.D. IT as I can combine my love for technology with helping students and teachers. I like making a positive impact on education by developing innovative solutions and improving the learning experience. Plus its nice to be part of an industry that is constantly evolving and changing"
 Nikola - Field Technician



L.E.A.D. IT Services

Lead • Empower • Achieve • Drive

L.E.A.D. IT Services
4 Riverside Ct,
Pride Park,
Derby,
DE24 8JN



Email:

enquiries@leaditservices.co.uk



Telephone:

01332 861956