

## Job description

**Job title:** ICT Service Desk Support Technician

**Reports to:** Service Desk Supervisor

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### About School Business Services

School Business Services (SBS) are one of the UK's leading suppliers of education support services with a portfolio that includes the full spectrum of ICT, Finance, & MIS offerings. All our services are managed and delivered by a team that has a wealth of experience and an excellent reputation within the education arena.

SBS provide support services to schools (primarily ICT, MIS and Finance). The company has a central office in Milton Keynes which runs the service desk for all services.

The service desk operation within SBS is a critical part of our service to schools, the central part of the company for our main services serving customers and employees alike. The service desk is the first point of contact for all of our customers, suppliers and colleagues and will always be the main hub of our company.

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### Principal job function

The post holder will be required to work as part of a small, but hugely important team, that will maintain our high level of service. The post requires excellent communication skills and customer service and a sound knowledge of education establishment requirements.

### Duties & responsibilities

1. Incident management - Customer calls to our service desk need to be dealt with professionally, recorded on our information management system and managed through to resolution, following our KPI's for call resolution times.
2. Escalation - where cases are more complex or exceeding KPI resolution times the post holder will follow the defined escalation procedures appropriate to the product.
3. Use remote access software to access school systems to fully investigate and resolve any problems.
4. Pro-active monitoring of Client ICT infrastructure and Software
5. Maintaining daily checks on Client systems to ensure backups are running and Servers maintain performance
6. Documenting all resolutions following the service desk procedures and flowcharts.
7. Providing details and information to the relevant senior staff call issues and resolutions.
8. Maintain all office PC's to ensure latest software is installed and systems are working efficiently.
9. To commit to undertake continual training and development in the products supported.
10. To contribute to the development of the service to further expand into other educational establishments.
11. Possible site visits may be required to supply cover for field engineers.

Any additional duties commensurate with the post as specified by the Service Desk Supervisor.