Job Description	
Post:	Second Line IT Support Engineer
Pay Scale:	Grade 7
Responsible to:	Service Desk Lead
Main Location:	STOC Central Office with travel to other sites

Main Duties

- Provide 2nd line IT support activities to STOCCAT member schools, via phone, email, remote assistance tools and onsite visits.
- Document all support activities, including troubleshooting steps, resolutions, and customer communications, ensuring tickets are kept up to date.
- Collaborate with 1st line support engineers to ensure timely resolution of tickets.
- Provide technical support to assist with any escalated issues.
- Work with 3rd party vendors to resolve tickets where needed.
- Contribute to the development of knowledge base articles and training materials.
- Act as a technical verification point for Change Requests.
- Assist with internal IT projects as required.
- Identify service improvements.
- Work closely with the Service Desk Lead to provide an excellent service covering Service Desk and IT Operations activities.
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Professional standards and development

- Take responsibility for and participating in continuing professional development.
- Be a role model to students through appropriate personal presentation and professional conduct.
- Support all the School's policies and ethos.
- Establish effective working relationships with professional colleagues both in school and as part of the school's learning community and network.
- Responsible for the health, safety and welfare of self and colleagues in accordance. with the School's Health and Safety policies and procedures and current legislation.
- Reflect on own professional practice.
- Take responsibility for and participating in continuing professional development.

Continuing professional development and formation

- Undertake any necessary professional development as identified, taking full advantage of any relevant training and development available.
- Maintain a professional portfolio of evidence to support the Performance. Management/Appraisal process – evaluating and improving your own practice.

General Responsibilities

- Attend and participate in staff meetings, training, and briefings as appropriate.
- Be aware of, and comply with all Trust policies and procedures, particularly those relating to child protection, health, safety and security, financial management, confidentiality, and data protection.
- Contribute to the overall ethos, work, and aims of the Trust.
- Commitment to the principle of working collaboratively with other schools within the St Teresa of Calcutta Catholic Academy Trust.

These duties are neither exclusive nor exhaustive, and the postholder will be required to undertake other duties and responsibilities, which the Trust may determine. Please note that the successful applicant will be required to comply with all Trust Policies.

The Trust is committed to the safeguarding and promotion of the welfare of all children and young people in our care. Applicants must be willing to undergo an enhanced Disclosure and Barring Service check and overseas police checks (where applicable). Please see STOC's Safeguarding and Recruitment Policies for further details. All staff have a key role and responsibility in this area and will be subject to an Enhanced Disclosure check. An online search will be performed on all shortlisted applicants in accordance with the Trust's safeguarding procedures and Keeping Children Safe in Education statutory guidance.

It is the practice of this Trust to periodically examine employees' job descriptions and to update them to ensure that they relate to jobs as they are being performed, or to incorporate whatever changes are being proposed. It is the Trust's aim to reach agreement on any alterations.

The Trust is committed to welcoming individuals regardless of age, disability, ethnicity, faith, gender identity, sexual orientation or marital status or whether you are pregnant or on parental leave or from a socio-economic background. We welcome applicants from all communities and from people that identify with those characteristics.

Person Specification		
Key E Essential, **R** References, **I** Interview, **C** Certificate, **D** Desirable, **A** Application		
	Essential / desirable	**Evidence**
Qualifications		
Relevant certifications (e.g., CompTIA A+, Network+, Microsoft Certified Professional)	D	A/I
GCSE English and Mathematics at Grade A*- C, or GCSE Level 4 - 9, or a Level 2 qualification in Literacy and Numeracy or CSE Grade 1 in English and Mathematics or equivalent.	E	A/C
Knowledge & Experience		
Experience of working in a 2nd Line / Senior engineer IT support role	E	A/I
Knowledge of School IT systems / infrastructure	D	A/I
Experience of working with varied IT components e.g. servers, laptops, networking equipment	E	A/I
Experience of using an ITSM tool to handle incident / requests	D	A/I
Technical Skills & Ability		
Ability to prioritise work according to impact / urgency.	E	A/I
Strong technical proficiency in diagnosing and resolving IT issues across multiple platforms, including Windows, macOS, and Linux.	E	A/I
Experience with IT service management tools.	D	A/I
Strong customer service orientation and a commitment to delivering exceptional support.	D	A/I
Ability to work independently and collaboratively in a team environment.	E	A/I
Personal characteristics		
Good problem-solving skills	E	A/I
Strong interpersonal and communication (verbal and written)	E	A/I
Demonstrate personal and professional integrity, including modelling values and vision.	E	A/I
To be sensitive to any matters relating to discrimination and take positive steps to ensure that equality of opportunity is provided to all.	E	A/I