

JOB DESCRIPTION

Job Title	MIS Support Technician		
Directorate	Children and Families		
Reporting to	MIS Manager		
Grade	14		
Evaluation ref:	AG0920	Job ref:	Family
Role purpose			
To support and assist end-users with issues related to the management and maintenance of the Management Information System that is used within a school setting to record vital school operations data.			
Responsibilities			
<p>Provide IT problem resolution in response to Helpline calls from users in over 200 school establishments using a range of MIS Software, e.g. with user management, create users, reset passwords, check access rights, etc. Support users by telephone or by remote network access to their systems. Maintain appropriate records of actions and keep stakeholders informed of progress within standard operating procedures. Deliver advice, guidance, and training to users individually or in small groups, as required. Refer more complex issues to senior colleagues.</p> <p>Assist with providing technical support for MIS systems, e.g. check system backups and data transfers between Schools and Central systems and assist with the onboarding and upgrading of MIS software where necessary.</p> <p>Participate in cross-team projects, contribute support and knowledge for development and testing of systems to meet business requirements. Create and publish appropriate documentation for operations.</p> <p>Identify opportunities to continuously improve the team's services and performance. Adopt, share, and demonstrate commitment to documented standards and best practice for all technical configurations and management processes.</p> <p>Develop and maintain a good level of knowledge of the ICT tools in use, and a wider personal awareness of relevant industry standards and developments, departmental priorities, and national/local government initiatives. Use these to inform all activities.</p> <p>Help to update and support any relevant communication methods, e.g. web sites, twitter, email, text, etc. in the event of system issues/downtime.</p> <p>Participate in a rota to provide the Helpline service from 8.30am to 5.00pm on working days, within the Local Authority's flexitime scheme.</p>			

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Contribute to raising achievement and narrowing the performance gap of vulnerable groups.

Responsible for promoting the welfare of children and young people and where relevant support schools and early years settings in safeguarding children through relevant policies and procedures. This will include taking every reasonable step to ensure that children and young people are protected and ensure all suspicions and allegations of abuse are taken seriously and responded to swiftly and appropriately.

Impact

Contacts & Relationships

On-going contact with ICT users including Heads, teachers, school administrative staff and governors to provide MIS advice, guidance, and problem updates. When dealing with schools, will represent the service and must take ownership of any issues raised and forward them as appropriate.

Tact is required when dealing with faults and errors.

Within the team environment, maintains regular contact with all levels of relevant staff on problems, projects, difficult situations, training, support, and procedural changes.

Resources

MIS Support resources from Arbor, Bromcom, ESS SIMS.
MIS Support Service SharePoint site, documentation, and resources.

Knowledge / Experience / Skills

	Essential	Desirable	
Knowledge			
Understands the need to follow agreed processes to ensure consistency is provided.	X		
Understands the need to work to agreed timescales and deadlines that meet business objectives and SLAs.	X		
Knowledge and understanding of services within SSE.		X	
Knowledge and understanding of installing / uninstalling software		X	
Knowledge and understanding of the education sector.		X	
Knowledge and understanding of ICT systems in a school environment		X	
Experience			

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Experience working in an office environment.	X		
Experience of working in a customer facing role	X		
Experience of working with limited supervision.		X	
Experience of working with competing priorities and the ability to refocus on an urgent problem.		X	
Experienced in installation and configuration of software, upgrades, and services		X	
Experience of providing ICT support and troubleshooting.		X	
Qualifications / Registrations / Certifications			
Be educated to A level or NVQ level 3	X		
GCSE English and Maths (Grade C or above).		X	
IT Qualifications		X	
Skills			
Able to use initiative to solve problems	X		
Sound working knowledge of IT systems, including Microsoft Office products, Microsoft Server, and Workstation operating systems	X		
Good communication skills, both verbal and written.	X		
Working Conditions			
Working Arrangements			
Somerset Council's dynamic Working Strategy will be applied to this position			
Corporate Responsibilities			
<ul style="list-style-type: none"> Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all. 			

Date: