Job Description: Systems Service Desk Support

Reports to: Systems Support Manager
Location: Currently operating hybrid working in our West London Office
Contract: FTC (6 months)
Pattern: Full Time (standard hours 9am – 5.30pm)
Annual salary: £30,000 to £40,000 (depending on experience)

About the role:

Ark Schools prides itself on having a sector-leading approach to information systems and data analysis. With 39 schools currently open, we are looking to appoint an experienced, well-organised, enthusiastic, and highly Systems Service Desk Support to work across several our schools.

The Systems Service Desk Support will be responsible for the providing a high-level service to our schools, resolving the systems support tickets raised by the schools in our network.

This is a fantastic opportunity, for an enthusiastic and ambitious IT graduate or an existing Data Manager looking to grow in their career, to join our talented Systems Support Team.

Key Responsibilities:

- First and second line support for technical issues with the MIS (Bromcom) and liaising with Bromcom support desk when required. Triage tickets received for non-Bromcom systems
- Support the team to ensure work is compliant with Ark SLAs for incidents and other service requests, either through reminders or alerts when updates or closures are time critical
- During quiet times contribute towards internal Bromcom documentation to support our self-service offering
- Assigning tickets to the Systems Support workstream; direct support calls for Ark Schools' MIS solutions, any supported third-party systems, and in-house or bespoke data and analysis tools in accordance with ITIL standards
- Responsible for the delivery of the core systems support service model to Ark Central Teams and schools:
    - Escalation of these issues to third line support where relevant criteria met
    - Maintain familiarity with the data requirements of each school

Person Specification: Systems Service Desk Support

Qualifications
- Qualified to degree level or above

Knowledge & Skills
- Highly computer literate, with specific skills when using spreadsheets
- Strong knowledge of Bromcom especially in Behaviour, Census, Assessments and Exams
- Ideally has previously worked in a school
- Support desk experience is beneficial

Personal Qualities
- Demonstrates a keen interest in data management and analysis, particularly in the Education Sector
- Good attention to detail
- The ability to skilfully manage and maintain effective working relationships
- Be able to communicate on a technical level with other IT professionals, and in non-technical terms to academic colleagues
- The ability to follow instructions accurately
- Strong interpersonal, written, and oral communication skills
- Strong organisational and time-management skills
- The ability to work well under pressure
- The ability to be decisive
- High levels of honesty and integrity
- Adaptable, flexible and able to work with minimum supervision
- An understanding of the importance of confidentiality and discretion
- The ability to take personal responsibility, a readiness to reflect and self-evaluate and the ability to change, improve and develop
- Confidence and self-motivation

Other
- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this link.

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this link.