

JOB DESCRIPTION

Job Title	MIS Support Technician		
Service	Education Operations		
Reporting to			
Grade	14		
Evaluation ref:	AG0920	Job Family ref:	
Role Purpose			
To provide high-quality first-line support, advice and technical assistance for Management Information Systems (MIS) and related ICT services used by schools and educational settings, ensuring the effective operation of systems that support teaching, learning and administration. The role is responsible for resolving user issues, delivering training and guidance, maintaining system performance, supporting software implementation and upgrades, and contributing to the development, testing and continuous improvement of services. Working collaboratively across teams, the postholder will promote best practice, maintain accurate records and documentation, communicate effectively during service issues, and develop their technical knowledge to support evolving business needs. The role also contributes to improving outcomes for children and young people, supports safeguarding responsibilities, and upholds the Council's commitments to equality, diversity, inclusion, health, safety, wellbeing and organisational values in all aspects of service delivery.			
Accountabilities			
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. 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. 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. 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			

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processes.

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.

Help to update and support any relevant communication methods, e.g. web sites, twitter, email, text, etc. in the event of system issues/downtime.

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.

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.

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.

Knowledge / Experience / Qualifications / Skills

	Essential	Desirable
Knowledge		
Knowledge of ICT support principles, including service desk processes, user account administration and troubleshooting techniques.	X	
Understanding of Management Information Systems (MIS) and their use within educational settings.	X	
Knowledge of data security, access permissions, GDPR and information governance requirements.	X	
Understanding of safeguarding responsibilities, equality, diversity and inclusion, and health and safety requirements relevant to the role.	X	
Knowledge of MIS platforms used within schools and local authorities.		X

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Understanding of system integrations, data transfers and backup processes.		X
Awareness of current ICT industry developments and emerging technologies.		X
Knowledge of local government and education sector priorities and initiatives.		X
Experience		
Experience of providing customer-focused ICT or technical support within a helpdesk or service environment.	X	
Experience of resolving user issues remotely and communicating technical information to non-technical audiences.	X	
Experience of maintaining accurate records and managing support requests through agreed processes	X	
Experience of producing user guidance, procedures or technical documentation.	X	
Experience supporting MIS applications within schools or educational settings.		X
Experience of software implementation, onboarding or system upgrades.		X
Experience contributing to system testing, projects or service improvement activities.		X
Experience delivering training or workshops to users.		X
Qualifications/Registrations/Certifications		
Educated to GCSE level (or equivalent), including English and Mathematics.	X	
Relevant ICT qualification or equivalent demonstrable experience.	X	
Commitment to continuous professional development	X	
Willingness to undertake safeguarding and role-specific training.	X	
Level 3 qualification in ICT, Computing or a related discipline.		X
Professional certification in a relevant ICT discipline.		X
MIS vendor-specific training or accreditation.		X
Further qualification relating to customer service or technical support.		X
Skills		
Strong problem-solving skills with the ability to diagnose and resolve technical issues effectively.	X	

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Excellent customer service and communication skills, both written and verbal.	X	
Ability to prioritise workload, manage competing demands and meet service standards.	X	
Ability to deliver clear advice, guidance and training to individual users and small groups.	X	
Ability to analyse processes and identify opportunities for continuous improvement.		X
Skills in testing and validating system changes or upgrades.		X
Ability to interpret technical information and produce clear user documentation.		X
Ability to work collaboratively across teams and contribute positively to projects and service developments.		X
Working Conditions		
Dimensions of the role		
Working Arrangements		
Corporate Accountabilities		
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: