

Job Description – Team Leader: IT Support

Located in	Reporting to	Hours
Hanley	Head of MIS and Compliance	37.5 per week in line with business need.

Salary: £28,000 to £34,000

Job Purpose

To oversee and manage the IT support team and ensuring the smooth operation of all IT systems and services, guaranteeing minimal disruption to core business functions for our staff and learners. Responsible for providing technical support, supervising team members, coordinating projects, and maintaining a high level of customer satisfaction.

Key Responsibilities

- Providing guidance, coaching, and support to the IT support team members.
- Assigning tasks, setting priorities, and managing workloads of team members to ensure timely and efficient resolution of issues.
- Conducting regular performance evaluations, identify training needs, and fostering professional development within the team.
- Fostering positive relationships with customers, understanding their unique IT needs and challenges.
- Providing exceptional customer service, ensuring timely resolution of IT-related issues.
- Responding promptly to IT support requests from staff, learners, and other internal users.
- Promptly troubleshooting and resolving hardware, software, and network issues that arise.
- Installing, configuring, and maintaining computer systems and peripherals, including monitoring, and managing the asset register.
- Coordinating with external suppliers for hardware and software procurement, maintenance, and repairs.
- Overseeing the management and routine maintenance of the IT infrastructure.
- Monitoring network performance, security, and backups to ensure data integrity and system availability.
- Developing and enforcing IT policies and procedures to maintain compliance and ensure data protection principles are adhered to.
- Identifying opportunities for system enhancements and implementing improvements to optimise IT operations.
- Collaborating with internal stakeholders to assess IT requirements for upcoming projects.
- Planning and coordinating the implementation of IT systems and applications to support delivery initiatives.
- Tracking IT project milestones, managing resources, and ensuring projects are delivered on time and within budget.

- Acting as a point of escalation for complex technical problems, effectively.

Key Performance Indicators

- Average response time and resolution time for IT support requests.
- Customer satisfaction scores and feedback.
- Number of successfully completed IT projects within agreed timeframes.
- System uptime and availability.
- Adherence to IT policies, procedures, and compliance requirements.
- Team performance and individual team member development.

Health and Safety

- You will ensure you follow all Acorn Training health and safety guidelines and fire regulations set out in the policies, follow safe working practices, and complete all mandatory training requirements.

General

- Be aware of and follow all Acorn Training policies.
- Have regular 121's throughout the year to monitor performance, objectives and progress and support your personal development and wellbeing.
- Take part in any required training needed to fulfil your role.
- Commitment to the Professional Standards – Values and Attributes, Professional Knowledge and Understanding and Professional Skills.
- Promote and uphold the principles, policies, and all relevant statutory requirements, including the Equality Act, the HASWA, GDPR and Safeguarding, including Prevent.
- Undertake such other duties as may be required from time to time commensurate with the level of the post.

Person Specification

Criteria	Essential	Desirable
Qualifications and specific training	<ul style="list-style-type: none"> • Degree in Information Technology, Computer Science, or a related field. 	<ul style="list-style-type: none"> • ITIL certification or knowledge of IT service management best practices. • Project management certification (e.g., PMP or PRINCE2).
Experience	<ul style="list-style-type: none"> • Proven experience in IT support roles, including team leadership or supervisory responsibilities. • Project management experience, including planning, coordination, and resource management. 	<ul style="list-style-type: none"> • Experience in the education and training sector.
Knowledge	<ul style="list-style-type: none"> • Strong technical knowledge of computer hardware, software, and networks. • Knowledge of IT infrastructure management, network security, and data protection. 	<ul style="list-style-type: none"> • Familiarity with Learning Management Systems (LMS) or e-learning platforms. • Knowledge of cloud-based services, such as Azure.
Skills	<ul style="list-style-type: none"> • Proficient in troubleshooting and resolving technical issues across different platforms. • Excellent communication skills with the ability to interact effectively with customers, colleagues, and suppliers. • Strong leadership and team management skills, with the ability to motivate and inspire team members. • Analytical mindset with the ability to identify problems and propose innovative solutions. • Highly organised with the ability to prioritise and manage multiple tasks simultaneously. • Flexibility and adaptability to work in a fast-paced environment. 	