



JOB DESCRIPTION

Job Title: 2nd Line IT Technician

Grade: TPLTSS 6

Line Manager: Deputy Head of IT

Main purpose of the role

Under the direction of the Deputy Head of IT, support the IT infrastructure of the Trust by assisting staff and students with support requests, the building and maintenance of IT and network equipment, Audio/Visual equipment, whilst governing the asset register for all hardware.

Be a subject matter expert for Trust IT hardware and software, ensuring smooth daily IT operations of all relevant equipment.

Main Duties and Responsibilities:

Help solve problems, advise, and provide 2nd line support for students and staff in relation to IT issues via phone, remote & ticket support at all Trust sites as required (hardware and software).

Deploy and help maintain laptops, desktops, and tablet computers (Microsoft, Apple and Google devices) (hardware and software). Ensuring they are kept up-to-date with the latest security, updates, and software.

Help maintain all IT equipment across the school (including daily room checks) and deal with repair and warranties when appropriate.

Liaise with relevant suppliers (internal and external) where required to help maintain new and existing contracts (such as Printers, MFD's etc.).

Provide support for core business services such as Google Workspace, that includes, Email, Drive, Calendar, Classroom etc. Assist with technical knowledge when required.

Install and commission Audio/Visual equipment and provide support around the Trust, as well as out of hours events such as Open Evenings and other meetings.

Help maintain the inventory asset register, ensuring all records are kept up-to-date on the internal helpdesk (new, scrapped, changing equipment and auditing).

Cable and expand IT infrastructure to meet changing school needs as required.

Provide support for the wireless network and Internet access to staff, students and guests – providing instruction where necessary.

Day-to-day user account management (passwords, creation, health checks, etc.) involving use of Microsoft Active Directory.

Assist staff with the operation of software (Microsoft Office, SIMS, various Apple software applications, etc.) and advise on best practice in line with the relevant policies and procedures regarding backups and file management.

Assist in restoring deleted work from backups for staff and students.

Support with school web development services, such as the uploading, editing and maintaining of any Intranet/Extranet, and Digital Signage services.

Assist with ongoing and new projects & technologies as directed by the Head/Deputy Head of IT.

Deliver a continuous high level of customer service.

Data inputting as required.

Any other duties commensurate with the post.

Safeguarding Responsibilities

This role works directly with students and is therefore classed as regulated activity. Details of our Child Protection & Safeguarding Policy can be found on Access.

Be committed to safeguarding and promoting the welfare of children and young people.

Work Demands

Able to work to strict deadlines but also be flexible to deal with changing priorities and unforeseen circumstances which could be lengthy to resolve.

Ensure that strict confidentiality is maintained at all times.

Physical Demands

Normal physical effort required.

Can work at ceiling level height and operate a ladder safely.

Working Conditions

Role is office based and will include attending schools within the Trust to support ticket requests, maintenance and installation of IT related equipment. Mobility between sites is essential.

Expectations of Jobholder

Be aware of and comply with Trust policies as well as individual academy policies and procedures.

Ensure effective quality control and continuous improvement in all aspects of the work and responsibilities attached to this post.

Demonstrate professionalism towards sensitive and confidential information.

Commit to professional self-development, through participation in training, to include any necessary health and training and annual safeguarding training.
Undertake such other duties as are commensurate with the grade of the post.

Support the Trust's sustainability ambitions to reduce our carbon footprint and to act as responsible global citizens by reducing energy consumption and waste production at our schools.

This job description only contains the main duties relating to this post and does not describe in detail the tasks required to carry them out. This job description may be amended at any time following discussion between the line manager and member of staff and may be reviewed annually.

Supervision received

The post holder will receive direct supervision from the Deputy Head of IT

Supervisory responsibility

The post holder does not have supervisory responsibilities.

Skills/Qualifications

Please refer to the Person Specification for full details. Please note all original qualification certificates will need to be presented on the day of interview for verification and production of these certificates forms part of the conditional offer checks.

Person Specification

Job Title: 2nd line IT Technician

| Assessment criteria | Essential | Desirable |
|--|--|---|
| Qualifications | <p>BTEC National Diploma (Level 3) in an IT related subject.</p> <p>GCSEs in English, Maths and IT.</p> | <p>Recognised qualifications Microsoft, Apple, CompTIA etc.</p> |
| Experience | <p>Experience in a busy IT environment including the maintenance and repair of computer equipment and dealing with customers.</p> | <p>Previous experience in an education environment.</p> |
| Skills | <p>Confident user in the majority of hardware and OS (Mac OS, Windows , iOS, Chrome OS).</p> <p>Confident user in the use of desktop applications and software.</p> <p>The ability to quickly identify computer and network problems.</p> <p>Good understanding of the Internet, including where to find drivers and other required software.</p> <p>Can produce a simple webpage by use of HTML/CSS and/or has good knowledge of CMS.</p> <p>Understanding of networking and switching, ability to fault find and resolve networking issues.</p> <p>Knowledge of VLANs.</p> <p>Understanding of cloud-based technologies and centralised management.</p> <p>Can work at ceiling level height.</p> | <p>An interest in emerging technologies</p> <p>Experience with Active Directory</p> <p>Understanding of Group Policy, DHCP & DNS</p> <p>Knowledge of Server 2016 / 2019 / 2022 onward</p> <p>Be committed to professional development</p> |
| Personal competencies, qualities, attitude and behaviours | <p>Reliable, punctual and well-motivated.</p> <p>Good use of written and spoken</p> | |

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| | <p>English appropriate to the context and audience.</p> <p>Ability to work under pressure whilst maintaining a sense of humour.</p> <p>The ability to work as part of the team or individually when required, as well as with other staff and students.</p> <p>Able to prioritise workload and deal with this workload in a timely manner, escalating when required.</p> <p>Out of hours (Open Evenings, Parents Evenings, Academy Council/Trustee meetings etc.).</p> <p>Can work at ceiling level height and operate a ladder safely.</p> <p>Has a car and a valid driver's licence</p> | |
| Equality | <p>An understanding, acceptance and commitment to the fundamental principles of equal opportunities.</p> <p>To work in a way that promotes equality of opportunity and respect for diversity.</p> | |
| Safeguarding | <p>Evidence of a commitment to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.</p> <p>To work in a way that promotes the safety and well-being of children and young people.</p> | |