**Job Description**

**Post:** Cluster ICT Support Technician (1 Post)

**Salary:** £20,720 – £22,876 Full Time Equivalent (1st Line - dependent on qualifications and experience) (Pro rata salary for 37.5 hours per week, Term Time Plus 2 weeks is approximately £18,903 - £20,870 pa)

**Location: Clusters 1 & 2**

**Responsible to**: Head of IT

**About the Role**

The ClusterIT Support Technician will be responsible for supporting our schools and end users in their IT needs. The roles will require attending sites visits at schools within their cluster of schools to deal with issues, rectify any IT problems and install hardware and software as necessary, escalating matters to 2nd/3rd Line where appropriate.

**Key Responsibilities**

* To provide practical support to the ICT infrastructure at schools and trust sites, across a range of systems and hardware, to ensure that educational needs of students are met.
* Support all users in best practice utilisation of ICT resources across the trust to support them in fulfilling their role.
* To support the Head of IT, IT Helpdesk, Network Engineer and Cluster ICT Support Technicians in the development of IT networks and services.
* Able to engage with end users in schools and central team staff
* Identify, troubleshoot and resolve IT issues
* Installation of devices (software/hardware)
* Providing 1st Line IT support
* Escalating issues to 2nd/3rd line/development where required
* Undertaking small/medium internal IT projects as and when required

***REAch2 is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An enhanced DBS check is essential for this role.***

**Person Specification**

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| **Qualifications & Experience** | * Strong technical skills alongside an interest in new technology
* Good standard of numeracy and literacy skills
* Proficient use of technology, (PC, internet, MS Office packages) and understanding its use in supporting effective teaching and learning
* Experience of working in an IT support role, involving troubleshooting and resolving hardware and software issues
* Previous experience working in a customer-facing role
 | * Office 365 Qualifications
* Experience with Windows Server Management including active Directory, Group Policy

ICT Hardware Maintenance and Support  |
| **Knowledge & Understanding** | * understanding of ICT needs within the classroom and systems used in a school environment
* excellent working knowledge of ICT hardware use and repair
* subject knowledge and knowledge of the relevant policies, codes of practice and legislation
* Windows Server and Active Directory experience
* Office 365
 | * understanding of Safeguarding and Child Protection issues
* Knowledge of IP Telephony
* Mobile Device Management Systems
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| **Skills & Abilities** | * A customer focused approach
* Good interpersonal and communication skills
* work as an effective team member and apply given instructions
* evaluate and prioritise workload
* ability to logically diagnose and troubleshoot ICT issues
* able to configure equipment
* practical skills, such as basic ICT equipment maintenance
* able to organise, plan and complete tasks
* high personal standards and able to provide a role model for students and staff
* seek support and advice when necessary
* ability to communicate with a range of users in a friendly professional manner
 | * willingness to develop own understanding through advice and training
* think clearly in emergency situations
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| **Personal Qualities** | * ***Must be able to work flexibly across a range of schools within their cluster and therefore must have a Full UK Driving license, with own transport***
* A proactive approach
* Ability to work well as part of a team
* enjoyment in working with young people and families
* an excellent record of attendance and punctuality
* able to prioritize and manage own time effectively
* reliability, integrity and stamina
* respect confidentiality
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