

Cathedral Schools Trust

ICT Technician

Job description

Job title	ICT Technician
Location	St Katherine's School, Pill <i>Potentially travel required to other schools in the Trust</i>
Salary	SCP19 - SCP24 (£26,167 - £29,777 per annum)
Role Summary	<p>Cathedral Schools Trust is seeking an enthusiastic and highly skilled ICT Technician to join a dynamic and proactive ICT team. You will predominantly be based at St Katherine's working with our ICT Lead Technician and working remotely with the rest of the ICT team across our other Trust schools..</p> <p>Providing remote and face to face technical support as part of our Trust ICT support service, you will assist in ensuring the smooth running of our ICT systems for both staff and students. You will also provide advice and training to improve understanding of ICT for all users.</p>
Working pattern	Full time (37.5 hours per week) year round, permanent
Responsibilities	<ul style="list-style-type: none"> • Promoting and safeguarding the welfare of children and young persons for who you are responsible and with whom you come into contact. • Support the installation of all new computer software and hardware as required, enabling the delivery of IT to all curriculum areas. • Proactively keep all ICT equipment and classes at their optimal levels for the best teaching environment. • Work with the Lead Technician, CST IT Director and CST Technical Manager to keep all network infrastructure at their optimal levels for the best teaching environment. • Develop and maintain effective working relationships with all users, both staff and students. • Work with the team to make sure service packs and software upgrades are applied to the relevant devices.

	<ul style="list-style-type: none"> • Update the Lead Technician, CST IT Director and CST Technical Manager with any outstanding issues as required. • Keep all asset management software updated with new equipment and changes. • Provide 1st and 2nd line helpdesk support and resolve ICT incidents in a structured manner. • Liaise with 3rd party suppliers to ensure a resolution of ICT incidents, as required • Proactively document and report all configuration and setup changes. • Carry out planning and setups for events requiring ICT provision. • Develop and maintain documentation and services to support the running and development of the ICT support team. • Ensure that all ICT management systems, processes and practices are followed to ensure maximum efficiencies. • Work within the requirements of Data Protection (GDPR) at all times. • When necessary, communicate with staff regarding any interruptions, outages or changes to the ICT systems. • Completing all necessary administrative tasks effectively and efficiently including establishing and maintaining suitable timelines. • Carry out such other tasks as deemed appropriate by the ICT Director. <p>Note: <i>The duties outlined in this job description may be modified, with your agreement, to reflect or anticipate changes in the job, commensurate with the salary and job title. This document does not form part of your contract of employment with the school.</i></p>
Reporting to	Stuart Knights, ICT Lead Technician
Safeguarding	<p><i>We are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff and volunteers to share this commitment. All posts at Cathedral Schools Trust are subject to pre-employment checks including, but not limited to, initial and periodic enhanced level checks with the Disclosure and Barring Service.</i></p>

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Person Specification

We are committed to creating an inclusive working environment. If you are excited about this role and can demonstrate many but not all of the areas below, we would encourage you to apply as you may just be the person we are looking for.

The listed criteria will be reviewed across the stages of our recruitment process, including application form, personal statement (within the application form), interview, references and certificates.

Skills and personal attributes:

(Personal competencies, qualities, attitude and behaviours that will allow you to perform effectively in the role, ensuring the safeguarding and welfare of children and young people)

Essential for this role:

- Commitment to safeguarding and promoting the welfare of children, young people and adults.
- Ability to clearly communicate technical issues to non-specialists and, when required, to logically guide staff and students through steps needed to resolve issues.

You are likely to have:

- Initiative and flexibility. Ability to deal with unexpected or unplanned situations or reactions during the school day.
- Excellent organisational and time management skills.
- Able to build positive relationships with staff and students.
- The ability to learn quickly, research ably and work without assistance when required, approaching line management when appropriate.
- The ability to document and record network changes for future reference and change logs.
- Understand the function of network file systems and of file and user administration utilities.
- Ability to diagnose / troubleshoot problems in a logical and focused manner.
- Competent numeracy skills.
- Ability to work to deadlines and under pressure.

You may have:

- Commitment to professional development.

Knowledge and qualifications:

(Professional, technical or academic qualifications that you have achieved relevant to this role)

Essential for this role:

- Solid understanding of computer technology
- Interest in hardware and software solutions

You are likely to have:

- Knowledge and understanding of the relevant sections of the Data Protection Act and Health and Safety at Work Act or a commitment to undergo training as required.
- Foundational knowledge of how technology systems interact and function

You may have:

- Technology related qualifications such as Cisco, HP, Microsoft etc.
- Knowledge of virtualisation platforms such as Hyper-V.
- Evidence of Windows Server Administration
- Experience of GSuite Administration
- A valid UK Driving licence to be able to travel between our schools.

Experience:

(Please draw upon experience and achievements gained through paid employment, voluntary work or personal life experience relevant to this role)

Essential for this role:

- Experience in a customer facing role and/or first line support

You are likely to have:

- Experience in an IT environment, with hands-on experience of server maintenance.
- Experience and understanding of Windows networks/servers (AD, DHCP, DNS, Group Policy, etc.)
- Understanding of technical standards, applications and principles enabling all systems to be supported, maintained and developed.

You may have:

- Experience in an education related ICT Network environment.

Cathedral Schools Trust is an equal opportunities employer and recognises the strength in diversity. Our schools have a wide range of cultural, socio economic and religious influences and we use this to ensure that we broaden our understanding of each other and the world. Applications are welcome from all suitably qualified candidates regardless of race, colour, nationality, ethnic or national origin, religion or religious belief, sex or sexual orientation, gender reassignment, disability or age, and maternity, marital or civil partner status. We particularly encourage applications from under-represented groups.

As part of our commitment to equal opportunities, we ask that all applications are made using our application form and are accompanied by an equal opportunities form. The equal opportunities form is anonymous and is not shared with the shortlisting panel.