

# THE HARMONY TRUST

## JOB DESCRIPTION

<b>JOB TITLE</b>	ICT Technician
<b>ACADEMY</b>	Hub based, but willing to travel across the Trust if needed (ad hoc, notice given)
<b>GRADE</b>	Grade 3 (SCP 6-11)

### JOB PURPOSE

To maintain the computer and network systems of the organisation. Duties include troubleshooting and diagnosing computer hardware and software issues, setting up computer networks and assisting employees and children with IT related problems. Work as part of a professional ICT support team resolving issues from the helpdesk and working on ICT related projects across multiple primary academies.

### KEY TASKS – Supporting Teachers and Pupils

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| 1. | Assist the teacher by supporting individuals or groups of pupils with hardware and software issues or requirements.  |
| 2. | Provide information, advice and assistance for teachers, pupils and other members of staff on the basic use and setting up of computer equipment, software and procedures. |
| 3. | Assist with help and guidance with any systems that teaching staff require, this can be from Office 365 to photocopying issues.  |

### KEY TASKS – Technical IT Support

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| 4.  | Set up all supported devices using specialised management systems where required   |
| 5.  | To monitor & resolve issues and concerns raised by staff via the Helpdesk  |
| 6.  | To liaise / communicate effectively with others to ensure issues are resolved in an effective and efficient manner   |
| 7.  | Assist with the detection, diagnosis and resolution of Pc's, laptops, iPads servers and peripheral device faults. Support the interpretation of diagnostic information, prioritisation, and resolutions and determine if external support is required. |
| 8.  |  |
| 9.  |  |
| 10. | Follow a schedule of IT maintenance activities across the Trust and its Academies.<br>Provide guidance / how to documentation on systems.<br>Support data integrity within the Trust and Academies.  |

### KEY TASKS – Administration

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| 11. | Assist in the maintenance of an up-to-date inventory of IT software & licences in Academies. Assist with the security of equipment and asset labelling as necessary. |
| 12. | Operate an efficient system for stocking, storing and distributing items used in the Academies, including any associated record keeping.                             |
| 13. |  |

14.	Receive and check deliveries and associated invoices, notify the appropriate person by emailing delivery notes.
15.	
16.	Update and maintain the Asset Management system with hardware purchases / movement
17.	Lead / support housekeeping on systems e.g. AD (Active Directory), MDM (Mobile Device Management) when changes are made. Assist with the design and production of Academy Intranet where required Provide management information as requested by the Principal/IT Managers.

### STANDARD DUTIES

1. To understand the importance of inclusion, equality and diversity, both when working with pupils and with colleagues, and to promote equal opportunities for all.
2. To uphold and promote the values and the ethos of the Trust.
3. To implement and uphold the policies, procedures and codes of practice of the Trust/Academies, including relating to customer care, finance, data protection, ICT, health & safety, anti-bullying and safeguarding/child protection.
4. To take a pro-active approach to health and safety, working with others in the Academies to minimise and mitigate potential hazards and risks, and actively contribute to the security of the Academy, e.g. challenging a stranger on the premises.
5. To participate and engage with workplace learning and development opportunities, subject to the Academy's training plan, working to continually improve own performance and that of the team/Academies.
6. To attend and participate in relevant meetings as appropriate.
7. To work flexibly across the Trust ensuring that duties are commensurate with the grade of the post
8. To undertake any other additional duties commensurate with the grade of the post.

### CONTACTS

Pupils, staff, stakeholder, suppliers/contractors and visitors

### RELATIONSHIP TO OTHER POSTS IN THE DEPARTMENT

**Responsible to:** Head of ICT/ICT Managers/Senior ICT Technician

**Responsible for:** Not applicable

**SPECIAL CONDITIONS**

DBS Disclosure Required – Enhanced

	DATE	NAME	POST TITLE
PREPARED			
REVIEWED			
REVIEWED			

## PERSON SPECIFICATION

**Job Title:** ICT TECHNICIAN

	<b>Selection Criteria Essential</b>	<b>Selection Criteria Desirable</b>	<b>How Assessed</b>
<b>Education &amp; Qualifications</b>	Willingness to undertake NVQ level 2 in IT or equivalent	NVQ level 2 in IT related subject or equivalent	AF / I
<b>Experience</b>	<p>Experience of diagnosing and correcting low level faults in IT hardware and software</p> <p>Experience of installing, configuring and testing computer hardware, network operating systems, software and peripheral equipment</p> <p>Experience of working in a team and supporting others to achieve objectives and complete tasks to deadlines</p> <p>Experience of basic record keeping</p> <p>Experience with AD, DNS, DHCP and other server environment systems.</p>	Experience of undertaking a wide range of IT tasks and responsibilities in an educational setting	<p>AF / I</p> <p>AF/I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p>
<b>Skills &amp; Abilities</b>	<p>Interpersonal skills to work as a team and build effective working relationships with pupils and staff across the whole trust.</p> <p>Communication skills to give advice and guidance to others both spoken and in writing</p> <p>Analytical skills to investigate problems and information, drawing conclusions and making recommendations for action</p>		<p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p>

	<p>Initiative to work without direct supervision and respond to unexpected problems</p> <p>Organisational skills to prioritise own workloads in conjunction with the Helpdesk issues and line manage expectations</p> <p>Able to support the technical development and maintenance of systems to manage hardware and software</p> <p>Able to proactively resolve technical issues via a helpdesk approach</p>		<p>AF / I</p> <p>AF / I</p> <p>AF/I</p>
<b>Knowledge</b>	<p>Understanding of the importance of data protection/ GDPR, confidentiality and IT security issues within the Trust/Academy environment and to ensure the business of the Trust/Academy As protected and pupils are kept safe</p> <p>An understanding of the wider safeguarding agenda working with children and young people</p> <p>Knowledge of potential health and safety risks and issues working with computers and electrical equipment</p>		<p>AF / I</p> <p>AF / I</p> <p>AF / I</p>
<b>Work circumstances</b>	<p>Able to work flexibly according to the needs of the Trust between activities supporting pupil's learning and activities supporting the smooth and effective running of the Academies</p> <p>Able to travel to various sites across the hub / Trust (casual car user allowance payable if associated paperwork is provided)</p>		<p>AF</p> <p>AF</p>

	Willingness to undergo an Enhanced Disclosure and Barring Check, including Child Barred List check.		AF
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*Abbreviations:* AF = Application Form; I = Interview.