**JOB DESCRIPTION & PERSON SPECIFICATION**

**ICT Technician**

**The Oak Trust**

**Grade 4 SCP 12 – 17 £27,711 - £30,060 (Actual Salary)**

**36 hours 40 minutes per week**

**Full Year**

**Purpose of Post**

To work as part of a team to maintain hardware and software used by staff and pupils across the Trust and to provide technical advice on ICT matters as they relate to the school(s). To support teachers in developing the use of ICT to support the curriculum.

Complete all work to a high standard under the supervision of senior IT staff, support all users with problems, requests, and incidents via the ICT helpdesk. Provide 1st and 2nd line technical support to trust schools and carry out Managed Service visits to primary schools as directed by the ICT Services Manager.

**Reporting to**

ICT Services Manager and Network Manager

**Responsible for**

None

**Key Tasks and Duties**

**Supporting Teachers and Pupils**

* Assist the teacher by supporting individuals or groups of pupils during practical aspects of learning.
* Develop ICT skill levels in both teaching and support staff as appropriate. Provide information, advice and assistance for teachers, pupils, and other members of staff on the use and setting up of computer equipment, software and procedures.
* Produce material and equipment required for teaching as requested, including downloading of material, work sheets and help sheets.
* Respond quickly in an appropriate manner to all requests for assistance or support.
* Be available by phone, email etc. during working hours.

**Technical ICT Support**

* Work as part of a team to maintain the school network in a first line technician support role to end users on all aspects of The Oak Trust IT provision.
* Assist in the management of user accounts on the school’s computer systems, including email systems and their associated network settings.
* Set up equipment such as laptops, data projectors, interactive whiteboards, sound systems and other specialist ICT equipment, ensuring that systems are ready for use and operating correctly.
* Maintain ICT installations, peripherals, and software; restoring faults, replace consumables, updating software and setting up new equipment.
* Detect, diagnose, and resolve basic computer, server and peripheral device faults. Interpret diagnostic information, prioritise resolutions and determine if external support is required.
* Schedule ICT maintenance activities across trust schools, making amendments as appropriate for additional tasks/requests.
* Carry out site visits and provide technical support visits to other schools in the Trust as directed. Performing on-site maintenance, providing 1st and 2nd line support, ensuring a high level of service to all users in line with IT services procedures.
* Assist in the development and maintenance of the network infrastructure including, cabling, patching and testing of data and telecoms wiring on site.
* Support data integrity in Trust schools.
* Keep abreast of new technology and make suggestions for improvement and efficiency as appropriate.
* Administer and maintain school systems including Active Directory, Azure, Office 365, Papercut ensuring new users are added, removed, and modified as required.
* Promote cyber-security awareness and best practices among staff and students.
* Maintain and update trust websites and digital signage using content management systems.
* Provide technical support at large events i.e., assemblies, events with external speakers, which may also include the occasional out of hours support i.e., awards and open evenings.

**Health & Safety/ Safeguarding**

* Where requested, to assist with reviews of safeguarding policies and procedures in relation to the use of ICT, including pupil’s use of networking sites, and support the Senior Leadership Team in implementing the safeguarding policy.
* Promote safe and responsible use of the internet including social media and report any instances of inappropriate usage to the senior IT team.
* Implement back-up, virus protection and security policies in trust schools including staff and pupil access to data and files. Note risks to ICT systems and suggest precautions.
* Ensure that basic safety checks are carried out and escalate problems as required, maintain necessary records. Contribute to the writing and reviewing risk assessments associated with using ICT and operating ICT equipment.
* Ensure the safe disposal of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements.
* Ensure routine safety checks, including electrical tests, are carried out and appropriate records maintained.

**Administration**

* Maintain an up-to-date inventory of ICT software & licences in school. Take appropriate steps to ensure the security of equipment and asset labelling as necessary.
* Operate an efficient system for stocking, storing, and distributing items used in the Department/School, including any associated record keeping.
* Receive and check deliveries and associated invoices, notify the appropriate person of any discrepancies.
* Track expenditure against budget and produce simple estimates for planned expenditure on consumables.
* Record loans of ICT equipment. Replace consumables and monitor usage in ICT areas. Keep a log of the types of faults fixed and investigated to refer to if similar errors/faults reoccur.
* Provide management information as requested.
* Assist with the design and production of school documentation such as newsletters, prospectuses, posters, leaflets, letterheads etc.
* Record all support requests within the IT Helpdesk, operating within set SLAs.
* Carry out regular checks and general maintenance of user activity logs.
* Assist in the ordering of resources when requested.

**Other Responsibilities**

* To play a full part in The Oak Trust, to support its distinctive vision and ethos and to encourage staff and students to follow this example.
* Promote actively the Trust’s corporate policies.
* To participate and engage with learning and development opportunities, working continually to improve own performance and that or the team.
* To attend and participate in relevant meetings as appropriate.
* Travel between different sites of The Oak Trust as required.
* Work flexibly in the interests of the service and undertake any other additional duties commensurate with the grade of the post.

**Safeguarding**

* To be aware of safeguarding and promoting the welfare of children and vulnerable adults and to report any concerns in accordance with the Trust’s Safeguarding/Child Protection policies.
* To undertake regular safeguarding/child protection/adult protection training as required by the Trust.

**Culture**

* Responsible for Health & Safety, security and welfare of self and colleagues in accordance with The Oak Trust policies and procedures, reporting all concerns to an appropriate person.
* Responsible for working in accordance with The Oak Trust policy relating to the promotion of Equality, Diversity and Inclusivity.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

The job description is current at the date shown, but, in consultation with the postholder, it may be changed by the Headteacher to reflect or anticipate changes in the job which are commensurate with the job title and salary weighting.

This job description is a guide to the duties and should be read in conjunction with the accompanying person specification.

The academy will endeavour to make any necessary reasonable adjustments for the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition (as defined in the Equality Act 2010).

The Oak Trust are committed to safeguarding and promoting the welfare of its students and expects all employees and volunteers to share in this commitment. This post is subject to an enhanced DBS disclosure check through the Disclosure & Barring Service.

**ICT Technician - Person Specification**

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| **E = Essential D = Desirable A = Application I = Interview****N.B. Any candidate with a disability who meets the essential criteria will be guaranteed an interview** | Essential or Desirable | Application/Interview |
| Qualifications |  |  |
| GCSE Maths and English minimum grade 4 or equivalent | E | A |
| Willingness to undertake NVQ Level 4 in ICT or equivalent | E | A |
| Vocational qualification(s) relevant to the post | D | A |
| A Degree or Higher Education Qualification in relevant subject | D | A |
| Experience |  |  |
| Prior experience in a similar IT based role | E | A, I |
| Experience of diagnosing and correcting straightforward faults in ICT hardware and software | E | A, I |
| Experience of installing, configuring, and testing computer hardware, network operating systems, software and peripheral equipment | E | A, I |
| Experience of working in a team and supporting others to achieve objectives and complete tasks to deadlines. | E | A, I |
| Strong ICT Skills including Microsoft PowerPoint, Excel, Word and Outlook | E | A, I |
| Experience of keeping basic records | E | A, I |
| Experience of undertaking a wide range of ICT tasks and responsibilities in an educational setting | D | A, I |
| Experience of tracking expenditure and monitoring budgets | D | A, I |
| Experience using Audio/Visual equipment | D | A, I |
| Experience of using IOS tablet devices | D | A, I |
| Experience of using Windows/MAC operating systems | D | A, I |
| Skills and Abilities |
| Interpersonal skills to build effective working relationships with pupils and staff across the school | E | A, I |
| Communication skills to give advice and guidance to others both spoken and in writing | E | A, I |
| Analytical skills to investigate problems and information, drawing conclusions and making recommendations for action | E | A, I |
| Initiative to work without direct supervision and respond to unexpected problems | E | A, I |
| Organisational skills to prioritise own workload and complete tasks to required deadlines | E | A, I |
| Ability to work accurately and methodically | E | A, I |
| Knowledge |  |  |
| Understanding of the importance of data protection, confidentiality, and ICT security issues within the school environment to ensure the business of the Trust is protected and pupils are kept safe | E | A, I |
| An understanding of the wider safeguarding agenda working with children and young people | E | A, I |
| Knowledge of potential health and safety risks and issues working with computers and electrical equipment | E | A, I |
| Work Circumstances |  |  |
| Able to work flexibly according to the needs of the school between activities supporting pupil’s learning and activities supporting the smooth and effective running of the Trust. | E | A, I |
| Full driving license | E | A, I |
| Excellent time management | E | A, I |
| Ability to remain calm under pressure | E | A, I |

Key: I = Interview R = References A = Application D = Documentation T = Test

NB. – Any candidate with a disability who meets the essential criteria will be guaranteed an interview