

Job Description

ICT (Information, Communication & Technology) Technician

Purpose	- To provide, develop and maintain ICT and Network services that support effective teaching, learning and administration across the multiple sites of the Trust. - To be the first point of contact for IT Support, incident escalation and problem management within the schools. - Manage relationships and expectations with schools when faced with unidentified faults and clearly communicate how faults are being managed. - Take pride in responding quickly and effectively to all support requirements and take an open approach to helping everyone get the best out of the school IT Systems. - Monitor all critical systems, such as anti-virus, networking equipment, server hardware systems, and respond to alerts generated by these systems appropriately. - Be part of the Wessex ICT Technical Team based at Kings Academy, contributing to the wider IT service solutions across the Trust.
Reporting to	Trust IT Manager
Salary	Grade 12 Points 12-19

Key Responsibilities	- To be responsible for the local day to day ICT operation within one or various schools. - Manage installation, repair and configuration of components, peripherals and software across file/application servers and client computers as necessary. - Provide advice and support to users on hardware, software and network related issues. - Manage all user accounts of the network effectivity including, but not limited to, cloud-based solutions. - Work with the WLT IT Manager to plan and manage on-going strategic and practical development of network systems, services and facilities. - Ensure that an inventory of all computer hardware and software is maintained that licencing requirements are adhered to, and that the location of all items are recorded, and hardware is 'asset tagged'. - Control budgets for computer consumables and provision of new equipment. - Consolidate ICT requirements across a school from individual departmental development plans, incorporating whole school infrastructure needs. - Ensure the security of all information held on the computer systems is maintained in line with the Data Protection Act, School Policy, Virus Protection Policy and any other related school or Trust policies. - Provide ICT support to students/learners as required.
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	• Analyse and resolve problems keeping the school and Trusts leadership fully informed. • Ensure that the system is fully backed-up and that back-ups are checked to make sure that they have been successful. • Maintain appropriate stock levels for consumables. • Ensure that CCTV (where relevant) is operational at all times. • Implement, manage and support school and learner-owned mobile devices. • Accelerate deployment of new software features to reduce maintenance costs and optimise daily workflows. • Ensure systems are robust and resilient, with minimal downtime and proactive responses to service interruptions that ensure a quick return to 'business as usual'.
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	<u>About the Role</u> The schools currently operate a whole school network (including wireless) using appropriate software and server network. The network connects administrative workstations, curriculum workstations, laptops, interactive whiteboards and other devices across the whole school site. All have access to full range of software, internet and Trust e-mail accounts. Communicates with management, teacher and non-teaching colleagues to help maximise the efficient operation of the ICT system. Regularly has to resolve priorities, determine actions, implement and review. Research ways of improving the operation of the ICT systems and liaises with the Trust IT Manager. <u>Problem Solving and Creativity</u> This role analyses and diagnoses problems in the operation of the system and makes decisions affecting the schools, based on own analysis of problem and the general instructions/guidelines available. Takes steps to resolve current problems. Seeks expert advice when necessary. <u>Decision Making</u> This post holds a high degree of autonomy. Deals with day-to-day operational issues and some long-term organisational problems, e.g. most cost-effective method of solving hardware and software problems, network issues, long term maintenance and replacement. More significant decisions are to be referred to the Trust IT Manager and wider Executive Leadership Team. <u>Contacts and Relationships</u> This role will regularly liaise with the Trust IT Manager to ensure ICT systems are functioning to maximum effectiveness. As well as analyse problems, advise on solutions and developments, and supervise the ICT staff in schools. Regular contacts with network providers and other technical suppliers/contractors to resolve technical issues and to discuss developments. • Partners, (Executive)Headteacher, SLT (Senior Leadership Team) • Teaching and support staff • Learners • Visitors • Contractors / Suppliers
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	The Wessex Learning Trust is committed to safeguarding and promoting the welfare of children and young people. All staff working within the Trust are expected to share a commitment to doing this. You will be expected to follow and promote the procedures in the child protection and safeguarding policy and report any concerns in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children and young people gives cause for concern the Trust's child protection procedures will be followed alongside implementation of the Trust disciplinary procedures. This post will require an enhanced DBS check, online checks, and medical clearance.
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Additional Responsibilities	• To ensure the aims, priorities and policies of the Trust are adhered to. • Ensure confidentiality and security of information online with data protection. • To always act as a positive representative of the Trust and its learners. • Be courteous to colleagues and provide a welcoming environment to visitors both in person and on the telephone and maintain a professional standard of demeanour and dress. • Attend relevant meetings, participate in training and other learning activities and performance development, as required. • Take on additional responsibilities, as required by the Executive Leadership Team and Trust IT Manager.
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This job description is current as at the date shown, and whilst every effort has been made to explain the main duties and responsibilities of the post, not all individual tasks undertaken will necessarily have been identified.

The job description will be reviewed annually as part of the appraisal process or at other appropriate times as determined by the Trust.

Signature (employee):	
Date:	
Signature (line manager):	
Date:	

PERSON SPECIFICATION – ICT Technician

Categories	Desirable	Essential
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Qualifications

5 GCSEs or equivalent (Grade A*-C) including Maths and English		✓
Evidence of a further ICT qualification, professional development or training	✓	

Experience

Extensive ICT background with a strong interest in ICT		✓
Good technical working knowledge of Windows based operating system		✓
Experience of working with Chrome OS or Apple OSx	✓	
Experience of working in a school/educational setting which involved an IT role	✓	
Extensive knowledge and experience of hardware/software, systems, networks, etc.		✓
Experience line managing and directing staff	✓	

Abilities, skills and knowledge

Ability to manage a varied and complex workload as well as delivering to set timescales		✓
Excellent problem-solving skills with the ability to think outside the box to find solutions to complex problems that are not only creative but efficient.		✓
Excellent verbal, written and numerical skills		✓
Ability to analyse problems and find best solutions		✓
Ability to communicate technical information to a range of levels of technical knowledge, to resolve and to determine policies	✓	
Ability to understand user requirements and to assess real needs, likely outcomes, and determine cost-effective solutions		✓
Desire to work in an educational setting and thrive in the sector's unique environment	✓	
Excellent attention to detail to produce work at a high level of accuracy		✓
Ability to maintain confidentiality		✓

Personal Qualities

Excellent personal organisation and self-motivation		✓
Excellent communication, presentation, and interpersonal skills		✓
Be able to demonstrate resilience, positivity, determination, and a strong work ethic		✓
To be passionate about enhancing opportunities for young people	✓	
Ability to adapt to changing circumstances		✓
A strong commitment to the Trust's values		✓