
Job description

1.0 JOB TITLE 2nd Line IT Support Technician

2.0 JOB PURPOSE

1. Support the Director of Technology and Trust Technical Lead in the development of a high-quality IT support service.
2. Work with the Director of Technology and Trust Technical Lead to ensure that the IT systems across the Trust are available for use by staff and students, kept secure, and running efficiently.
3. To contribute to the development of coherent IT policies and procedures across the Trust and apply them consistently.

3.0 DUTIES AND RESPONSIBILITIES:

1. Maintain the ICT network, installations of peripherals and software; restoring faults, replace consumables, updating software, running regular backups, ensuring software licences are updated and setting up new equipment.
2. Detect, diagnose, and resolve software, basic computer, server, and peripheral device faults. Interpret diagnostic information, prioritise resolutions and determine if external support is required.
3. Follow a schedule of ICT maintenance activities across the schools, making amendments as appropriate for additional tasks/requests.
4. Support data integrity within the MAT.
5. Make suggestions for improvement and efficiency as appropriate.
6. Maintain an up-to-date inventory of ICT software & licences in schools. Assist with the security of equipment and asset labelling, as necessary.
7. Record loans of ICT equipment. Perform regular maintenance and updates on the Chromebook trolleys and iPad charging stations. Keep a log of the types of faults fixed and investigated to refer to if similar errors/faults reoccur.
8. To assist with the update of the website content when needed
9. Joint responsibility for the inventory systems, production of ID tags and the set and maintenance of all staff licenses and email addresses in the cloud solution
10. With support from the Director of Technology and Trust Technical Lead, take the lead on specific smaller IT projects or aspects of larger projects.
11. Assist the Director of Technology and Trust Technical Lead with larger IT projects across the Trust.
12. Assist the Director of Technology and Trust Technical Lead with development and maintenance of accurate documentation of systems, processes, and common tasks as well as a knowledgebase for common faults.

4.0 SECURITY

1. To ensure the schools and associated IT systems are fully compliant with GDPR and any associated data protection laws. This includes maintaining up to date records of backups, recovery checks, licenses etc, data mapping and risk management.

2. Assist staff with the adoption of positive approaches to cyber-security through measures such as good password hygiene, appropriate use of secure systems, and use of multi-factor authentication.
3. Deploy and monitor security software such as antivirus and encryption products through the Trust MDM.
4. Work with the Director of Technology and Trust Technical Lead to develop and deliver staff training and awareness campaigns focused on cyber-security and other IT products used in the Trust.
5. Ensure that correct procedures are followed for granting and maintaining access to systems and IT resources.

5.0 OTHER DUTIES AND RESPONSIBILITIES

1. Request support from the Director of Technology and Trust Technical Lead where appropriate.
2. Work with the Director of Technology and Trust Technical Lead to develop your own knowledge and skills.
3. Undertake the necessary training associated with the post.
4. To ensure all tasks are carried out with due regard to Health and Safety
5. To undertake appropriate professional development including adhering to the principle of performance management.
6. To adhere to the ethos of the MAT
7. To promote the agreed vision and aims of the MAT.
8. To set an example of personal integrity and professionalism
9. Attendance at appropriate staff meetings
10. Any other duties as commensurate within the grade in order to ensure the smooth running of IT across the schools.
11. Willingness to work at and travel across to and between schools in the Trust as and when required.

The above list is indicative and not exhaustive. The IT Technician is expected to carry out all such additional duties as are reasonably commensurate with the role.

I agree that this job description conveys an accurate description of this job. This job description is not exhaustive and subject to review by the Director of Technology and Trust Technical Lead in consultation with the post holder as appropriate to the changing needs of the MAT or anticipates changes in the job commensurate with the grade and job title. 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.

Signed Date
On behalf of Excelsior Multi Academy Trust

Signed..... Date.....
Employee

Person Specification

2nd Line IT Technician

Criteria	Essential	Desirable	M.O.A
Education/Qualifications	Good general level of education, with GCSE grades A-C or equivalent in English Language and Mathematics.	ITIL, Network +/MTA A+	A.F
Experience/Knowledge	<p>Previous experience of working in an IT support role.</p> <p>Working knowledge of Microsoft Windows and MAC client operating systems as well as various software packages including Microsoft Office and Adobe Creative Suite.</p> <p>Excellent IT skills and computer literacy.</p> <p>Working knowledge of network, e.g. IP, DNS, DHCP, AD, Windows 10 desktop support, Office365, Azure AD Intune, Chrome, and Hyper-V</p> <p>Be able to think creatively about current and potential future issues that will affect IT.</p> <p>Research and evaluate existing IT solutions with a constant eye towards future trends.</p>	<p>Experience of the following:</p> <ul style="list-style-type: none"> • Azure AD • Intune • Office 365 • Microsoft Deployment Toolkit/WDS • Hyper-V • Anti-Virus • Google Chrome OS • Mac OSX <p>Experience managing devices using Intune, experience using AV equipment including Tricaster software, Papercut print management, Ruck us wireless networks and Mac OS X server and desktop support.</p>	<p>A.F/I</p> <p>A.F/I/Test</p> <p>A.F/I</p> <p>A.F/I/Test</p> <p>A.F/I</p> <p>A.F/I</p>
Skills/Personal Requirements	<p>Excellent organisational skills.</p> <p>Ability to communicate effectively with a wide variety of people in a professional</p>	Work well in a team.	<p>A.F/I</p> <p>A.F/I</p>

	<p>manner, face to face, on the telephone and in writing.</p> <p>Ability to demonstrate practical troubleshooting and problem analysis techniques.</p> <p>Good attention to detail and ability to show initiative.</p> <p>Ability to plan and prioritise workload without supervision and under pressure.</p> <p>Excellent knowledge of Customer Service best practice.</p> <p>Willing to work flexibly and with enthusiasm.</p> <p>The ability to support colleagues.</p> <p>The ability to be flexible and positive, dedicated and trustworthy.</p> <p>Good organisational skills</p> <p>To be loyal and committed to the school.</p> <p>An ability to establish and develop positive relationships throughout the school</p>		<p>A.F/I</p> <p>A.F/I</p> <p>A.F/I</p> <p>A.F/I</p> <p>A.F/I</p> <p>A.F/I</p> <p>A.F/I</p> <p>A.F/I</p> <p>A.F/I</p>
Training and presentation skills	<p>Undertake demonstrations and informal training of staff/pupils on hardware/software.</p> <p>Attend and contribute to staff meetings as required.</p> <p>Interest in own personal development and willingness to undertake further training.</p>		<p>A.F/I</p> <p>A.F/I</p> <p>A.F/I</p>

All our schools are unique and friendly schools where all staff are valued and supported in their personal and professional development within a nurturing environment. We actively promote the Equality Act and will expect all applicants to demonstrate their commitment to equality in order to improve outcomes for all children who attend the school.

Applicants will also be required to demonstrate their suitability to work with children, including motivation, ability to maintain appropriate relationships with children, emotional resilience to challenging behavior and attitudes to the use of authority and maintenance of discipline.