Role	Grade	Reports to
IT Engineer	Grade 4	IT Service / Technical Manager

Main purpose of the job:

- To provide specialist technical IT support across Trust Academies including the development and maintenance of infrastructure / resources and to provide general support to staff and pupils.
- To work collaboratively with all staff and parents/carers to support student well-being and promote the values of the Trust and each school.
- Under the direction of the Head of IT Services support the installation, maintenance, availability and security of the Trust-wide network, hardware, and software.
- To make a key contribution to the development of and support provided by the IT Services Team across all schools through the provision and delivery of a highly effective service.

Key relationships:

The main contacts of the job are: Head of IT Services, members of the IT Services Team, Headteachers, nominated IT lead in each school, SLT at each school, teaching staff, other support staff, students, and external technical support services.

Please note that whilst this job description gives an indication of the key responsibilities, it is not intended to be provide an exhaustive list.

Main accountabilities:

- Being responsible for maintaining local IT infrastructure and supporting all aspects of teaching and learning, operational requirements, and administrative support, across each school and the Trust.
- Working alongside the IT Services Team in the provision and management of a comprehensive and responsive technical support service for local IT services and facilities by assisting users, overseeing the administration of accounts, and managing associated equipment.
- Supporting the development of technology for teaching, learning, communication, and administrative functions.
- Working collaboratively with all staff and parents/carers to support student well-being and promote the values of the Trust and each school.
- Assisting the IT Services Team to provide IT support to assigned sites across the Prospere Learning Trust.
- Under the direction of an IT Engineer / Service Manager, supporting the installation, maintenance, availability and security of the school's network, hardware, and software.
- To monitor and respond to all tickets which are logged via the helpdesk across relevant sites. Initially resolving tickets with guidance from the IT Engineer but ultimately progressing to working independently and escalating only more complex tickets to the IT Services Team.
- To ensure classroom IT is maintained and ready to be used. This includes projector maintenance/configuration, interactive whiteboard connectivity and audio.
- To manage and assist as necessary in the setup of audio-visual equipment, as needed in assemblies, school performances, etc.
- To demonstrate and/or set up IT, media equipment and facilities as required by the school.
- Maintenance of staff devices, ensuring both software and hardware are working so lessons can be delivered.
- Maintenance of student devices. This will require termly checks on the iPad/laptop trolleys and IT suites to ensure they fully function for students to use.

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- To carry out maintenance of specialist equipment and checks in line with quality and safety standards.
- To undertake specialist repairs or modifications in accordance with the required level for the post and arrange for other repairs or modifications to be carried out by others.
- Ownership and maintenance of key day to day services, including but not limited to managed print hardware (paper/toner stocks and fault fixes) and software (PaperCut), access control (Inventry/Synel), WiFi guest access, CCTV systems, telephone systems.
- Managing and monitoring the schools e-safety/filtering software (Impero, LanSchool, Smoothwall), including checking and adding/removing websites from relevant staff/student filters.
- Ensuring new and existing accounts are working within the school's local network.
- Being able to re-image any device using the school's reimaging solution.
- Arranging the collection and delivery of repairable items.
- To create and maintain a purposeful, orderly, and productive working environment within the specific areas of IT Service delivery.
- To contribute to the planning, development and organisation of systems, procedures and routines used within IT Services.
- To monitor and manage stock within an agreed budget, cataloguing resources and undertaking audits as required.
- Keeping an accurate and up to date asset register and arranging for disposal of equipment as per WEEE and school procedures/policies.
- To support the staff in low level training which will help their knowledge and use of IT within the school, including Cloud services such as Office 365 and Google Classroom.
- To act accordingly and respond quickly to any abuse to the IT infrastructure.
- Providing cover/additional support at non-primary locations within the Trust as directed by the Head of IT Services
- To be responsible for maintaining records, information, and data, and producing analysis and reports as required.
- To provide specialist advice and guidance as required within the relevant discipline.
- To participate in training and other learning activities and performance development as required.

People management:
- Full line management of identified members of the Trust IT team including recruitment, probationary period management, performance management, absence management and staff development.
- To support the implementation and delivery of a robust programme of continuous professional development for the Trust IT team.
- Work as part of a team to support colleagues and contribute to the vision and ethos of the Trust.
- To support the delivery and implementation of the Trust's IT induction, training and development programme for all staff across the Trust.

All employees in the Trust are expected to:
- Support the vision, values and objectives of the Trust and demonstrate a collaborative, team working approach to school and Trust improvement https://prospere.org.uk/about-us/vision-values
- Take appropriate responsibility and action for safeguarding, be aware of confidential issues and maintain as appropriate.
- Be aware of and comply with policies and procedures relating to child protection reporting all concerns to an appropriate person.

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- Promote and act in accordance with the Code of Conduct and all school / Trust policies including the Health and Safety Policy, Equality Policy and Data Protection Policy
- Effectively represent the Trust when liaising with contractors and outside agencies/organisations
- Demonstrate tact and diplomacy in all interpersonal relationships with the public, pupils, parents, and colleagues.
- Take responsibility for personal professional growth and development, keeping up to date with national research, engaging proactively with nationally recognised career frameworks and professional organisations.
- Demonstrate a commitment to continuous professional development and support the Performance Management process
- Attend Trust and school events as required and make a positive contribution during such events.
- Attend regular meetings before and after Trust hours, including morning briefings.
- Carry out duties other than those listed in the job description under the direction of the headteacher where the post holder has appropriate qualifications and has received appropriate training.

The Trust will endeavour to make any necessary reasonable adjustments to 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.

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Person Specification	Essential / Desirable	Assessment stage
Qualifications		
Attained a recognised IT qualification	Desirable	Application
Possession of a full driving licence or be able to commute between school sites	Essential	Application, Interview
Knowledge and Experience		
Knowledge of current Microsoft Windows and Apple client operating systems	Essential	Application, Interview, Task
Basic understanding of computer network fundamentals and computer components.	Essential	Application, Interview, Task
Experience and knowledge with Microsoft Office	Essential	Interview, Task
Ability to manage maintenance and repair procedures	Essential	Application, Interview, Task
Good analytical and problem-solving skills	Desirable	Application, Interview, Task
Ability to prioritise workload and operate without direct supervision	Essential	Application, Interview, Task
Ability to communicate effectively with all stakeholders	Desirable	Interview
Literacy and numeric skills to a high standard to accurately complete and maintain relevant records	Desirable	Interview, Task
Behaviours and Values		
Enthusiastic and motivated	Essential	Interview
Excellent interpersonal skills	Essential	Interview
Exceptional customer service orientation	Essential	Application, Interview, Task
Self-motivation and personal drive to complete tasks to the required timescales and quality standards	Essential	Application, Interview, Task
Ability to work as a team member as well as to own initiative without direct supervision	Essential	Application, Interview, Task
The flexibility to adapt to changing workloads demands and new school challenges	Essential	Interview, Task
Personal commitment to ensure services are equally accessible and appropriate to the diverse needs of the service users	Essential	Interview, Task
Demonstrates a collaborative, team working approach focused on improvement and supporting the vision, values, and objectives of the organisation	Essential	Interview
Demonstrate a commitment to appropriate professional standards, including core policies relating to equality and diversity and child protection	Essential	Interview
Demonstrate a commitment to maintaining and developing professional knowledge and skills	Essential	Application, Interview

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Tact and diplomacy in interpersonal relationships with all stakeholders	Essential	Interview
To be flexible and able to adapt and prioritise appropriately	Essential	Interview
Effective staff motivation and development, including establishment of a positive performance management culture	Essential	Interview

Review and Amendment:

This job description is normally reviewed annually as part of the appraisal cycle. If significant changes are required, it may be amended following an individual consultation process.

All staff are expected to carry out their duties with due regard to current and future Trust policies, procedures, and relevant legislation. These will be drawn to your attention during the recruitment process, induction, staff handbook, ongoing performance development and through Trust communication.

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