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| **Job Description** | |
| **Post:** | IT Field Engineer |
| **Pay scale:** | Grade 6, scp 19-24 |
| **Responsible to:** | Service Desk Lead |
| **Main Location:** | Travel between multiple primary schools |
| **Key Responsibilities** | |
| * To provide day to day technical support to several Trust schools, providing assistance and advice to staff and students as required – ensuring IT systems are effective, efficient and secure. * To manage incidents and requests through the IT helpdesk, responding as per agreed service levels. | |
| **Main Duties** | |
| * To develop skills and knowledge of a modern cloud based educational IT environment. * To attend site visits to all the schools within the Trust to complete works logged and agreed by IT management. * To assist with any necessary maintenance and expansion of the school network. * To assist both teaching and support staff in the development of IT skills as appropriate. * To set up equipment such as laptops, data projectors, interactive whiteboards, sound systems and other specialist IT equipment, ensuring that systems are ready for use and operating correctly. * To provide advice, guidance and assistance to teachers, pupils and other members of staff on the use of IT in schools. This includes working to and giving guidance to others on IT acceptable use and e-safeguarding policies. * To maintain IT installations, peripherals and software; restoring faults, replacing consumables, updating software and setting up new equipment. * To detect, diagnose and resolve computer, server and peripheral device faults. To interpret diagnostic   information, prioritise resolutions and determine if external support is required.   * To schedule IT maintenance activities across the school to minimise disruption and support change within the school. * To support data integrity within the school. * To keep abreast of new technology and make suggestions for improvement and efficiency as appropriate. * To promote, seek opportunities for, and deliver, continual service improvement. * To support the Senior Leadership Team in implementing the Trust’s safeguarding policy. * To implement back up, virus protection and security policies, including staff and pupil access to data and files, suggesting improvements where appropriate. * To maintain an up-to-date inventory of IT assets in the school, taking appropriate steps to ensure   security of equipment, including asset labelling as necessary.   * To use Trust processes, recommended suppliers and agreements to order equipment and supplies for use with the school. * To receive and check deliveries and associated invoices, notify the appropriate person of any discrepancies. * To support the Trust Network Manager in financial planning. e.g. help to estimate future budget requirements. * To provide management information as required. * To record responses to faults and fixes in order to be able to refer to in future for ease of recurrence fix   and for configuration database purposes.   * To carry out any other tasks commensurate with the role. * The role will be a mix of working on-site at our primary schools initially, and at Trust Headquarters. A valid driving license and access to a vehicle is necessary to fulfil this role. | |
| **Professional standards and development** | |
| * Take responsibility for and participating in continuing professional development. * Be a role model to students through appropriate personal presentation and professional conduct. * Support all the Trust’s policies and ethos. * Establish effective working relationships with professional colleagues both at Trust level and as part of the Trust’s learning community and network. * Responsible for the health, safety and welfare of self and colleagues in accordance. with the Trust’s Health and Safety policies and procedures and current legislation. * Reflect on own professional practice. * Take responsibility for and participating in continuing professional development. | |
| **Continuing professional development and formation** | |
| * Undertake any necessary professional development as identified, taking full advantage of any relevant training and development available. * Maintain a professional portfolio of evidence to support the Performance. Management/Appraisal process – evaluating and improving your own practice. | |
| **General Responsibilities** | |
| * Attend and participate in staff meetings, training, and briefings as appropriate. * Be aware of, and comply with all Trust policies and procedures, particularly those relating to child protection, health, safety and security, financial management, confidentiality, and data protection. * Contribute to the overall ethos, work, and aims of the Trust. * Commitment to the principle of working collaboratively with other schools within the St Teresa of Calcutta Catholic Academy Trust. | |
| *These duties are neither exclusive nor exhaustive, and the postholder will be required to undertake other duties and responsibilities, which the Trust may determine. Please note that the successful applicant will be required to comply with all Trust Policies.*    *The Trust is committed to the safeguarding and promotion of the welfare of all children and young people in our care. Applicants must be willing to undergo an enhanced Disclosure and Barring Service check and overseas police checks (where applicable). Please see STOC’s Safeguarding and Recruitment Policies for further details. All staff have a key role and responsibility in this area and will be subject to an Enhanced Disclosure check. An online search will be performed on all shortlisted applicants in accordance with the Trust’s safeguarding procedures and Keeping Children Safe in Education statutory guidance.*    *It is the practice of this Trust to periodically examine employees’ job descriptions and to update them to ensure that they relate to jobs as they are being performed, or to incorporate whatever changes are being proposed. It is the Trust’s aim to reach agreement on any alterations.*  *The Trust is committed to welcoming individuals regardless of age, disability, ethnicity, faith, gender identity, sexual orientation, marital status or socio-economic background or whether you are pregnant or on maternity, adoption, parental or other family leave. We welcome applicants from all communities and from people that identify with those characteristics.* | |

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| **Person Specification** | | |
| **Key** **E** Essential, **R** References, **I** Interview, **C** Certificate, **D** Desirable, **A** Application | | |
|  | **Essential / desirable** | **Evidence** |
| **Qualifications** | | |
| Relevant certifications (e.g. CompTIA A+, Microsoft Certified Professional) | Desirable | A/I/C |
|  | Essential | A/I/C |
| **Knowledge & Experience** | | |
| Experience of working in a 2nd Line / Senior Engineer IT Support role | Essential | A/I |
| Knowledge of school IT systems /infrastructure | Essential | A/I |
| Experience of working with varied IT components e.g. servers, laptops, networking equipment | Essential | A/I |
| Experience of using an ITSM tool to handle incidents / requests | Desirable | A/I/R |
| **Technical Skills & Ability** | | |
| Good problem-solving skills | Essential | A/I |
| Strong interpersonal and communication (written and verbal) skills | Essential | A/I |
| Ability to work under pressure with limited supervision | Essential | A/I |
| **Special working conditions** | | |
| The role will be a mix of working on site at our primary schools initially, and at Trust Headquarters. A valid driving license and access to a vehicle is necessary to fulfil this role. | Essential | A/I/C |
| **Personal characteristics** | | |
| Flexible and dedicated approach to work | Essential | A/I/R |
| Commitment to Safeguarding and protecting the welfare of children and young people | Essential | A/I/R |
| Commitment to equality and diversity | Essential | A/I |
| Commitment to good attendance at work | Essential | A/I/R |
| Commitment to continuing professional development | Essential | A/I/R |
| Demonstrate personal and professional integrity, including modelling values and vision. | Essential | A/I/R |