Job Description

Post:	IT Field Engineer
Pay Scale:	Grade 6
Responsible to:	Service Desk Lead
Main Location:	Travel between Multiple Primary Schools
Working Pattern:	All Year Round, 37 Hours per week

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 Tasks

- 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.

These duties are neither exclusive nor exhaustive, and the post holder 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.

General Responsibilities

- Attend and participate in staff meetings, training and briefings as appropriate.
- Provide training to IT team members, where necessary.
- Be aware of, and comply with, all Trust policies and procedures, in particular those relating to IT, child protection, health, safety and security, confidentiality and data protection - reporting all concerns to the relevant person.
- Contribute to the overall ethos, work and aims of the Trust.
- To be committed, passionate, dynamic and supportive.
- To be innovative and high performing.
- To be committed to the principle of working collaboratively with other schools within the St Teresa of Calcutta Catholic Academy Trust.
- To have the ability to relate well to children and adults.

Location

The role will be a mix of working on site at our primary schools initially, and at Trust Headquarters. A valid driving licence and access to a vehicle is necessary to fulfil this role.

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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+, Network+, Microsoft Certified Professional)	**D**	A/I
Knowledge, Skills & Experience		
Experience of working in a 2nd Line / Senior engineer IT support role	**E**	A/I
Knowledge of School IT systems / infrastructure	**D**	A/I
Experience of working with varied IT components e.g. servers, laptops, networking equipment	**E**	A/I
Experience of using an ITSM tool to handle incident / requests	**D**	A/I
Personal Characteristics		
Good problem-solving skills	**E**	A/I

Strong interpersonal and communication (verbal and written)	**E**	A/I
Demonstrate personal and professional integrity, including modelling values and vision.	**E**	A/I
Ability to work under pressure with limited supervision.	**E**	A/I
Equal Opportunities		
To be sensitive to any matters relating to discrimination and take positive steps to ensure that equality of opportunity is provided to all.	**E**	A/I

The directors/governors reserve the right in exceptional cases to seek additional references from other former employees where this seems appropriate.