Job Description

Post Title: **IT Onsite Engineer Level 2**

Location: **Spencer Academies Trust – Base to be Confirmed**

Salary/Pay Range: **NJC15 – NJC19 (5-point range)** *depending on experience and qualifications*

Hours of work: *Full Time, Permanent.*

Reporting to: **To be confirmed**

Purpose of Role

To support the use of IT within the Academy Environment through maintenance of software, hardware, and related equipment, and providing support to staff and pupils to ensure administration and learning outcomes are maximised.

Nature and Scope

Working as part of this important team you will be required to carry out the following duties. The nature of the Academy Year requires some of these tasks to be done regularly whilst others will be on an annual cycle.

The post holder will be expected to use all Trust standard computer hardware and software packages where appropriate. Specific responsibilities include:

Main Duties and Responsibilities

Specific responsibilities include:

- Assisting with the installation and maintenance of hardware and software
- Performing scheduled system checks
- Carry out day to day general support
- Updating of key software and perform weekly checks to confirm latest versions are installed
- Assisting the Infrastructure Managers with the maintenance of the academy/school's IT infrastructure
- Managing and ensuring that all hardware is security marked
- Maintaining the academy/school's asset database
- Liaise with IT Business Partner on procurement of assets
- Assist in delivering training sessions for staff
- Supporting and maintaining the many IWBs, projectors and digital screens throughout the school
- To ensure all incidents and support requests are logged and tickets up-to-date according in accordance to the SLA's.
- To support school/academy events (e.g. assembly/productions).
- Support adherence to ICT policies, including those relating to safeguarding and internet usage.

May 2020

Nature and Scope

Working in a small but very busy technical team reporting to the SLT lead for IT, the On-Site Technician will provide a high level of support. The role is varied and requires an IT generalist with very strong technical skills across the entire technology stack.

General

- Work in a professional manner and with integrity and maintain confidentiality of records and information.
- Maintain up to date knowledge in line with national changes and legislation as appropriate to the role.
- Be aware of and comply with all Trust policies including in particular IT, Health and Safety and Safeguarding.
- Participate in the Trust Professional Performance Review process and undertake professional development as required.
- Adhere to all internal and external deadlines.
- Contribute to the overall aims and ethos of the Spencer Academies Trust and establish constructive relationships with nominated Academies and other agencies as appropriate to the role.

These above-mentioned duties are neither exclusive nor exhaustive, the post- holder maybe required to carry out other duties as required by the Trust.

The Spencer Academies Trust is committed to safeguarding and promoting the welfare of all our students and expects all employees and volunteers to share this commitment. All posts are subject to enhanced DBS checks and completion of Level 2 safeguarding training.

Name

Signature

Date

May 2020

Person Specification

	Essential	Desirable
Qualifications and experience		
Good standard of education especially with regard to literacy and numeracy skills.	✓	
GCSE Maths and English grade 4 or equivalent	✓	
Experience of working in a busy environment	✓	
Previous experience in an educational environment		
Management of staff		
A+		
Server +		
Networking certification		✓
Mac OSX		✓
Microsoft		✓
VMware		
ITIL foundation certificate		
Knowledge and skills		
Experience of using Windows Server 2003/2008/2012/2016 and Exchange Server 2007/2010/365	✓	
Managing and troubleshooting to VMware or Hyper-V issues		
Managing and troubleshooting of networking issues.		✓
Managing and troubleshooting of windows Servers, Active Directory, and Group policy.		✓
Managing software updates and Patches (WSUS/SCCM).		
SIMS (solos2&3).		
Knowledge of Cisco/Dell/HP		✓
Knowledge of HP, Meru, AeroHive, Aruba Wi-Fi systems		
Knowledge of HP servers and storage Knowledge of Dell and HP Servers and Storage.		
Personal qualities		
Excellent interpersonal skills	✓	
A demonstrable commitment to providing excellent customer service	✓	
Ability to work effectively as part of a team and with other Academy teams	✓	
Ability to work in liaison with people of all levels, with a strong customer focus	✓	
Ability to work effectively on own initiative	✓	
Ability to prioritise own workload to meet deadlines and colleagues' expectations	✓	
Flexible, with a positive attitude and a willingness to continually learn new skills	✓	
Excellent communication skills	✓	
Commitment to the highest standards of child protection and safeguarding	✓	
Recognition of the importance of personal responsibility for health and safety	✓	
Commitment to the Trust's ethos, aims and whole community.	✓	

May 2020