The Warriner Multi Academy Trust

IT Support Technician: Job Description

The directors and LGBs are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An Enhanced Disclosure and Barring Service (DBS) check will be carried out for the successful candidate.

(To be finalised at Term 1 Performance Management meeting)

Responsible to: IT Manager

The Warriner Multi Academy Trust comprises of one large secondary school and four primaries schools in North Oxfordshire area. The Warriner MAT provides education for 2000 children with an age range of 4 – 18.
This position is to provide IT support to The Warriner School and the MAT's primary schools. You will be based at The Warriner School.

Main duties
The IT Technician will be responsible for general maintenance of defined computer equipment and for the resolution of identified technical problems, as well as undertaking general tasks which will promote the use of ICT across The Warriner multi academy trust.
The work schedule will include the following main tasks to be carried out throughout the MAT, covering ICT equipment used for the administration of the MAT and ICT equipment used in the teaching of pupils.

Support for staff, students and visitors
- Assist staff in the use of the most frequently used programmes during their classes in the computer room.
- Be available to troubleshoot throughout the MAT as problems arise.

Software
- Install and test new software for use on a network.
- Make software available to appropriate users.
- Ensure the anti-virus software is installed, kept up-to-date and working properly on all stations.
- Share files as required by staff for pupil and teacher use.
- Configuration of software and problem-solving including editing procedures.
- Create computer software builds for fast and efficient computer imaging

- Implement pilot software projects.

Hardware
- Check new computer equipment on arrival and install as appropriate.
- Maintain computer peripheral equipment such as scanners, printers, and projectors; ensure that these are prepared and ready to be used.
- Log and reporting of all technical faults via technical service meetings and the IT Service Desk.
- Liaise with external support agencies to resolve faults and liaise with external suppliers for the repair of equipment under warranty or maintenance contract.
- Register and record manufacturer's warranty for new IT hardware.
- To be responsible for the repair and upgrade of hardware.
- Maintain equipment register for hardware, including details on specification of machines and their "age" so that a replacement and redeployment plan can be put in place and carried out.
- Routine visual inspection of all server and network hardware.

System Management
Under supervision from the IT Manager:
- Monitor and report server errors as they appear in the event logs
- Perform visual inspections of server infrastructure
- Deploy and record windows client security updates and patches when applied.
- Monitor the performance of the primary virtual/physical server environment
- Be able to interpret and make minor changes to group policies
- Create and maintain email accounts via Office365 for each of the schools' tenants.
- Update web filtering policy
- Set up, maintain and remove user network accounts where appropriate
- Maintain a library of drivers and configuration files
- Perform shadow copy restores of student work

Personal Qualities
- To be able to work on own initiative
- Demonstrate a practical knowledge of problem solving
- Have the ability to work with everyone from students to senior management
- To be aware of the different level of end-user IT skills in supported schools
- To maintain a knowledge of new developments in software and hardware

Other Duties

- Where appropriate, train staff in the use of general purpose and office related software
- To support the development of ICT within the MAT schools
- To ensure that damage malicious or otherwise is reported
- Other duties as required
- Document repair and upgrade procedures
- To take responsibility for your own health and safety within your department.
- Contribute to organisational policy regarding quality standards and strategic planning.
- Log IT visits to the MAT primary schools.

As an employee you have legal duties which include:
1. Taking reasonable care for your own health and safety and that of others who may be affected by what you do or do not do.
2. Co-operating with your employer on health and safety,
3. Correctly using work items provided by your employer, including personal protective equipment, in accordance with training or instructions, and
4. Not interfering with or misusing anything provided for your health, safety and welfare.

All schools within the Warriner MAT are committed to safeguarding and promoting the welfare of children and young people and requires all staff and volunteers to share and demonstrate this commitment. The successful candidate will have to meet the requirements of the person specification and will be subject to pre-employment checks including an enhanced DBS check and satisfactory references