

## Job Description

<b>Title of post</b>	<b>ICT Support Technician</b>
<b>Salary</b>	Grade F SCP 9-13 (£25,119 – £26,873)
<b>Hours of work</b>	<i>37 hours per week; Monday-Thursday 8.00am -4.00pm &amp; Friday 8.00am – 3.30pm</i>
<b>Line manager and responsible for reviews</b>	IT Support Manager

### Purpose of the Post

Northern Star Academies Trust seek to recruit the very best people to work across our Trust Partnership.

### Professional Responsibilities for all Associate Staff:

- Work within the NSAT Conditions of Service
- Support and promote the ethos, policies and development plan of the Academy/Trust
- Take part in performance management procedures within the Academy/Trust
- Attend and contribute to appropriate professional development meetings and training activities
- Undertake whatever other duties might reasonably be requested by the Head of Academy or Line
- This is a school-based role that will involve contact with children.

### Main Duties/Responsibilities

#### Overall Responsibility:

Working as part of the central Trust IT Team and this role is required to provide IT support in person and remotely for NSAT schools. The postholder will be based either in Harrogate or Skipton.

#### Main Duties / Responsibilities:

As part of the NSAT IT team, this role will be responsible for the daily support and monitoring of ICT support requests, ICT hardware and software provision, including but not limited to:

#### IT Helpdesk:

Monitor, respond to, escalate and resolve support requests submitted via the Trust's helpdesk, in person and remotely.

### **ICT Hardware:**

To monitor, diagnose and resolve network and hardware faults (including peripherals) and perform maintenance repairs and upgrades, including but not limited to:

- Staff & Student devices: Desktop PCs, laptops, Ipads/tablets, printers, audio and visual equipment (interactive screens, projectors, PA/audio systems)
- Printers/scanners
- Phone systems

### **ICT Software and Associated Platforms:**

To be point of contact and first response in terms of providing support and guidance on the following:

- Active Directory Management – creating user accounts and ensuring staff and students are added to the relevant organisational units
- Microsoft 365 support including Outlook, SharePoint, Onedrive, Teams & OneNote
- Mobile device management platforms – Mobile Guardian, Apple School Manager

*We are committed to safeguarding and promoting the welfare of children and we expect all staff to share this commitment. All successful staff will undertake an Enhanced Disclosure and Barring Service Check. The Trust is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.*

### **Intermediate Threshold Fluency Duty Required:**

In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard. For this role the post holder is required to meet the Intermediate Threshold Level. The post holder should demonstrate they can:

- Express themselves fluently and spontaneously with minimum effort.
- Explain difficult concepts simply without hindering the natural smooth flow of language.

Take responsibility for promoting high standards of literacy, articulacy and the correct use of standard English in school.

*This job description will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the role in relation to the post holder's professional responsibilities and duties.*