

Job Title:	IT Technician
Responsible to:	Principal via IT Network Manager
Terms and Conditions:	37 hours per week Full time Mon-Thu 08:00–16:00 and Fri 08:00–15:30

Our Vision

Our vision is to work together to help every child to develop into high achieving, confident, healthy, caring and resilient members of their family and community; creating a pathway to support their career aspirations, independence and contribution to society.

Our Qualities

Every member of our team is expected to demonstrate the ability to:

- Develop positive relationships with all children and adults
- Recognise and manage their own emotions, thoughts and behaviours and understand how these can impact others
- Be curious around the reasons behind others' behaviours, accepting all feelings and beliefs
- Understand others' emotions and thoughts and feel a natural desire to support
- Have the courage to reflect, make changes and be keen to learn

Core Purpose

To provide hardware and software support across all departments within Acle Academy.

Key Areas of Responsibility

- Provide hardware and software installation and support at Acle Academy.
- Maintain and update the school website
- Provide remote support as required.
- Provide administration support to the School ICT service.
- Contribute to development plans to enhance the School's ICT provision.
- Maintain records based on works undertaken.
- Keep school staff fully updated on the impact of software and technology changes so that that they are familiar and confident with the equipment when introduced.
- To assist with the creation, production and distribution of user guides/training materials for systems as required.
- Provide training for staff as required, and provide assistance with all ICT equipment in a classroom environment.
- To check on arrival, install and test software and hardware within capability of skills and experience.
- To ensure that anti-virus and internet filtering software is in place, up-to-date and working properly.
- To assist with administration of the local area network at the school, ensuring that standards of data integrity, security and access are maintained.
- To assist in the provision of a basic level of technical support to all school staff users to resolve straightforward problems, and refer complex problems as necessary.

- To ensure that all peripheral (scanners, cameras, printers, projectors etc.) equipment is maintained in working order, replaced and disposed of as required.
- To assist by administering repairs and maintenance of all computer equipment, liaising with contractors and ensuring timely return of equipment in compliance with maintenance agreements.
- To be familiar with the network infrastructure in the Trust academies for basic troubleshooting purposes.
- Be prepared to work at other Trust sites as required.

Support for the School

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure all students have equal access to opportunities to learn and develop.
- Attend relevant meetings as required and participate in training and other learning activities and performance development as required.
- Undertake other similar duties and activities that fall within the grade and scope of the post, as directed by the Principal.

Safeguarding

- Respect confidential issues and keep confidence as appropriate.
- To keep up to date with the School procedures for safeguarding and child protection, reporting any concerns to senior designated person.

Health and Safety

- Be aware of the responsibility for personal Health, Safety and Welfare and that of others who may be affected by your actions or inactions.
- Co-operate with the employer on all issues to do with Health, Safety & Welfare.

Continuing Professional Development

- In conjunction with the line manager, take responsibility for personal professional development, keeping up-to-date with developments related to school efficiency, which may lead to improvements in the day-to-day running of the school.
- Undertake any necessary professional development as identified in the School Improvement Plan taking full advantage of any relevant training and development available.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this role profile.

Employees are expected to be courteous to colleagues and students, providing a welcoming environment to visitors and telephone callers.

This role profile is current at the date shown, but in consultation with you, may be changed by the Principal to reflect or anticipate changes in the job commensurate with the grade and job title.

Role Profile & Person Specification



Person Specification

	Essential	Desirable
Personal Attributes	<ul style="list-style-type: none"> • Relational • Self-aware • Curious • Accepting • Empathetic • Reflective 	
Qualifications	<p>NVQ 2/3 or equivalent qualification or experience in relevant discipline.</p> <p>Good numeracy/literacy skills. GCSE (or equivalent) in Maths and English.</p>	
Experience	<p>Practical experience in installation of end-user/network hardware and software, and in providing technical advice and guidance to users of computers and peripherals.</p> <p>An understanding of LAN, WAN and Internet topologies, protocols and techniques together with proven technical background in desktop computers and peripherals.</p>	<p>1 year of experience working in a similar environment.</p> <p>Experience of web management and content management systems.</p>
Skills/Knowledge	<p>Diagnostic and problem solving skills.</p> <p>Ability to work within set time constraints.</p> <p>Knowledge of networking and desktop computing.</p>	<p>Understanding of the school environment and constraints.</p>
Additional Information		<p>Access to own vehicle and driving licence</p>