



The Vale Federation Job Description

Inspire—Enable—Achieve

School Name:	The Vale Federation
Position:	IT Technician
Salary Range:	Bucks Pay Range 3, Point 16 to 20
Responsible To:	Finance and ICT Manager

The Vale Federation Values

DETERMINATION	Staff are unfailing determined to support pupils in achieving their very best.
EXCELLENCE	Staff have high expectations of themselves and fulfil their role to a standard of excellence.
COURAGE	Staff model having courage and support children's resilience.
TRUST	Staff always act in a trustworthy manner. They are honest and reliable at all times.
KINDNESS	Staff always act in a manner that demonstrates kindness towards children and towards each other. Staff will be positive role models for children.
FRIENDSHIP	Staff demonstrate friendship by being caring, supportive, having fun, and sharing ideas.
RESPECT	Staff are positive role models at all times and demonstrate their respect for others through their behaviour.
EQUITY	Staff are committed to ensuring that each individual has their needs well met.

Job summary:

- To assist with the efficient operation of the Federation's IT services

Main duties and responsibilities:

- Keeping the IT suites and work area tidy
- Provide IT support for The Vale Federation
- Supporting the IT Apprentice, liaising with the training provider to ensure module content can be met and achieved
- Providing technical support for all users
- Managing pupil accounts as required
- Installation of hardware, software and upgrades
- Perform tests & evaluations on new software and hardware
- Diagnose, maintain & resolve faults with PC's and other peripherals
- Monitoring of Service Desk and ongoing tickets
- Helpdesk support for all PC, telephone, network, AV and peripheral related issues
- User account maintenance, i.e. password resets, user/mailbox administration, telephone extension assignment
- Liaising with suppliers/service providers and monitoring on-site contractors
- Manage all telecom network issues and work with the supplier/contractors to resolve issues, install updates and required works
- To operate an equipment loan service
- To assist in the introduction of new technology to support learning
- Diagnosis of OS/software/ hardware/cabling faults
- Maintain ICT GDPR policy and procedures at all times
- Maintaining of ICT equipment register
- Manage disposal of damaged/old equipment in line with the Federation policy
- Such other duties in keeping with the post as may be required
- Responsible for checking emails regularly and keeping up to date with all school and Vale Federation communication

General responsibilities:

- To maintain awareness of the requirements of the Federation's Health and Safety Policy and GDPR policy ensuring all elements are adhered to
- To read and apply the Federation's Safeguarding and Prevent procedures and to ensure that the duties and responsibilities detailed in the Safeguarding Policy are adhered to and carried out
- To ensure adherence to the Federation's Data Protection Policy

Training:

- Employees are expected to participate in training and professional development in order to meet performance objectives attending any relevant training for the job role.

Safeguarding Statement:

The Vale Federation is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults and expects all staff, workers, and volunteers to share this commitment. The successful candidate will be required to provide two satisfactory references, undertake pre-employment checks including a health check, and have a cleared Enhanced Disclosure & Barring check. An online search (including social media) will be carried out for all shortlisted candidates as part of our recruitment process.

This job description describes in general terms the normal duties which the post-holder will be expected to undertake. In addition, duties may vary from time to time. The job description may be changed at any time, after consultation with the employee.

I agree to accept this job description:

Signed: Print Name:

Date:



The Vale Federation of Schools

Person Specification

Inspire, Enable, Achieve

School Name:	The Vale Federation
Post:	IT Technician

Factors	Essential	Desirable	Assessment Method
Experience, Special Skills and Abilities	<ul style="list-style-type: none"> • Experience of supporting a Microsoft environment • Experience of maintaining and servicing IT and audio visual equipment • Excellent IT Skills • Good standard of education in relevant discipline • Identification and basic troubleshooting of networking, hardware and software issues • Experience in fault diagnosis and problem solving • Working knowledge of Windows 10 server and Active Directory services • Working knowledge of the deployment and support of a client server environment • Strong knowledge and experience of Microsoft Office with Outlook • Competent in the maintenance of audio visual equipment, including projectors/interactive screens • Ability to communicate effectively with staff, students and suppliers/contractors • Enthusiasm for exploring and learning new IT skills • Ability to learn new technologies and methods • Methodical worker with good attention to detail • Ability to work alone or as part of a team to fulfil business needs • Ability to work flexibly. Occasional working outside of normal hours to support the needs of the Federation • Good organisational skills and ability to prioritise tasks • Relevant working experience 	<ul style="list-style-type: none"> • Experience of educational environment • Experience of maintaining and servicing IT and audio visual equipment • Experience of 1st line/2nd line technical support • Knowledge of copyright and licensing law relating to off-air recording and music performance • Experience of multi-media technology • Basic experience of telecoms systems 	<ul style="list-style-type: none"> • Application form • Interview
Personal Qualities	<ul style="list-style-type: none"> • Have a professional attitude • Enthusiastic • Full clean driving licence 		<ul style="list-style-type: none"> • References • Interview

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