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**Job Description:** IT Technician

**Location:** Bramcote College

**Salary Range:**  NJE Grade 4

**Value:** £25,992 to £28,624

**Contracted hours:** Full-time, 37 hours per week, All Year Round

#### GENERAL INFORMATION

The following information is provided to assist staff joining the White Hills Park Trust to understand and appreciate the work, content of the post and the role they are to play in the organisation. Whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings have been used which assume all the usual associated routines.

#### PURPOSE OF THE POST

* To check and maintain the schools’ ICT resources for safe, effective use by pupils and staff
* To provide technical support and support pupils and staff in the appropriate use of ICT
* To assist ICT teaching staff with administrative support and provide ICT classroom support to staff when requested
* The role will include some budget responsibilities such as placing orders (up to a total value as set by the trust’s Finance Manager), managing stock levels, researching, recommending new replacement equipment and dealing with suppliers
* Will work as part of the Trust’s IT Services team to ensure safe operation of ICT Technologies within the school and will support in the monitoring and maintenance of the computer systems and networks of the school. This will include responsibility for providing first and second line equivalent technical support, the installation and configuration of computer systems (hardware & software), as well as diagnosing hardware and software faults and solving technical and applications issues, either in person, remotely or over the phone.
* To manage online accounts (such as Microsoft 365 / Google Enterprise) for devices and users, creating/modifying/deleting as necessary.

**Main duties and responsibilities**

To support in ensuring the smooth running of IT systems throughout the school, and to advise on the best practice in the use of computer equipment and software.

**Supporting staff, students and visitors**

* To provide dedicated first-point-of-contact support to all users of ICT technologies and facilities across the school, including staff, students and visitors.
* To provide hardware and software classroom support for staff using the computer facilities. This may involve helping a teacher in a classroom setup a specific ICT related activity and may involve spending time in a classroom with students.
* To use the Trust’s IT Helpdesk system to investigate, record, diagnose and resolve/escalate all IT incidents/requests from users according to Trust policies and procedures.
* To monitor the IT Helpdesk for new ticketed support requests, prioritise tasks and action as appropriate in a timely manner.
* Support staff inductions and assist new staff and students in using and accessing new systems they have never used before.
* Support teaching staff to develop their use of IT to promote learning
* Provide direct advice to staff/Senior Leaders in purchasing curriculum software and hardware, referring to the Trust IT Services Manager in exceptional circumstances
* Responsible for pricing and procurement of ICT hardware, software, and solutions, including sourcing best value pricing from recognised suppliers and completing order forms as appropriate.

**Maintenance of the school’s ICT resources**

* To maintain, configure and support the ICT technologies and facilities across the school, This is likely to include (but not be limited to) Microsoft Windows based PCs and laptops, Google Chromebooks, Apple iPads, and other devices such as printers, projectors and interactive display screens.
* To perform routine maintenance tasks, including installing and configuring applications, and performing PC hardware repairs and upgrades if appropriate.
* To liaise with third party support contacts if needed (either over the phone or by email) when dealing with hardware and software issues, and to escalate contract/warranty issues appropriately.
* Be responsible for the support, management, installation, maintenance and updating of all IT based systems including but not limited to Management Information Systems, Finance Systems, CCTV, Telephones, Biometric Systems, Cashless Catering Systems and E-Registration.
* Install, maintain and configure desktop PCs, laptops, servers, storage, and networking equipment, including deployment, repair and updating of operating systems, software and hardware.
* To undertake installation, repair and testing of network cabling and associated hardware where appropriate in accordance with relevant procedures, legislation and safety requirements.
* Manage the maintenance and development of Trust’s IT network, including backup, virus protection and security procedures, advising on compatibility of hardware, applications and operating systems.
* Provide classroom support for a wide range of IT devices, such as laptops, tablets, projectors and interactive displays

**Administration and auditing**

* To carry out periodic health checks and audits of all IT equipment, recording and resolving maintenance issues as required.
* To support the maintenance and upkeep of the ICT hardware asset register, recording new purchases and auditing existing assets when necessary or requested.
* Ensure the correct disposal of damaged and un-repairable equipment as directed and authorised by the IT Services Manager.
* Update records of installed hardware and software; maintain a software library and store original copies of installed applications.
* To use and update, if necessary, the Trust’s IT knowledgebase to assist with diagnosis and resolution of issues and support requests.
* To source and purchase consumables (printer cartridges, projector lamps etc) and maintain stock following school and Trust procedures.
* Helping to maintain school/Trust websites through addition/amendment of articles and information.

**Infrastructure and key services**

* Creation, modification and removal of user accounts for staff, students and guests across all systems in a timely manner – ensuring prompt amendment when notified.
* To support testing and evaluating of new technologies.
* To assist with or work on specific IT projects as and when directed.
* Identify possible ICT requirements and solutions and advise the Trust IT Services Manager or Senior IT Technician.
* To develop and maintain local networks in order to optimise performance, and to organise upgrades and maintenance without impacting on day to day operations.
* Support the Trust IT Services Manager in maintaining and managing the Trust’s Microsoft 365, Apple School, and Google Enterprise estates.

**Continuity, security and compliance**

* Follow routine maintenance procedures in-line with IT Services guidelines and Trust/school policies.
* Always adhere to the Trust’s policies and procedures in all areas, giving particular attention to data protection, security, cyber-security and safeguarding, and to ensure that principles (such as GDPR) are embedded in daily working practice.
* Report any known GDPR data breach to the Data Protection Lead.
* To report any breaches of ICT Acceptable Use Policies to senior IT Services staff or school leadership.
* Maintain confidentiality of information acquired while undertaking duties or because of the privileged nature of the role.
* Ensure that work is completed in compliance with relevant legislation and procedures relating to this role.

**Safeguarding and Promoting the Welfare of Children and Young People**

* Adhere to policies and procedures in relation to safeguarding at all times, and to adhere to the statutory guidance such as Keeping Children Safe in Education.
* Take appropriate action if having any concerns, or are made aware of the concerns of others, regarding the safety or wellbeing of children or young people.
* Keep safeguarding knowledge up to date by attending and completing training as directed by the school or Trust’s leadership teams.
* Carry out actions as directed by senior staff to monitor computer devices or user activity.

**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.
* Abide by and understand the Trust’s Health and Safety policy.
* Undertake relevant training (such as Working at Height, Asbestos Awareness) when required.

**Continuing Professional Development**

* To actively engage in CPD and participate in the Trust’s staff appraisal programme.

**Relationships**

* To be responsible to the Headteacher of the base school, with line management through the Senior IT Technician or IT Services Manager.
* To liaise and co-operate with school and Trust senior leadership teams, and all other colleagues.
* Supervisory responsibilities for any IT Apprentices.

The Trust expect that employees deal with other people politely and tactfully, communicating with colleagues both formally and informally, modelling the Code of Conduct and the equality policy objectives.

This is a Multi-Academy Trust and the post holder may be required to hold a comparable post on another site within the Trust, if the situation arises.

The job description may be subject to amendment or modification, should circumstances change, but any changes will be discussed with you in the first instance.

In addition to the duties specified you may be asked to undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific cases. To provide flexibility and to meet the priorities of the Trust during times of peak work flow you will be asked to support other members of the Trust team undertaking duties that may be below your current grading.

The job description does not form part of the contract of employment.