



Unity MAT – Trust Core Team Job Description – IT Technician (Technical Services)

Location:	Brooke School*
Contracted Hours:	37 (reduced hours will be considered)
Unity MAT Grade:	Grade 4
Contract Type:	Term Time + 1 week (39 weeks)
FTE Salary:	£24,521 - £26,162 (Pro-rata: £20,997 - £22,904)
Special Conditions:	Occasional travel between sites may be required
Reporting to:	IT Manager
Revised Date:	October 2024

Job Summary:

Contribute to the Trust's central IT service by:

- ✚ providing high quality IT technical service to the Trust and its schools;
- ✚ taking a proactive approach to develop the IT support provided to schools;
- ✚ ensuring that IT processes are compliant with the GDPR and Data protection legislation, regulatory framework, statutory standards/ guidance, Trust policies and audit requirements;
- ✚ working as part of the Trust's Central Team and with other colleagues in support of the Trust's objectives;

Main Duties & Responsibilities:

Under the direction of the IT Manager:

General

- ✚ Ensure that duties are carried out in compliance with relevant legislation, statutory guidance and Trust policies, including GDPR regulations, the Data Protection Act, Equality Act and Keeping Children Safe in Education (KCSIE).
- ✚ Ensure that all aspects of IT operations are in accordance with best practice and reflect value for money from the public purse.
- ✚ Work as part of the Trust's Central Team to support schools to deliver a quality educational provision and to ensure that the Trust's objectives are met. .
- ✚ Partake in regular 1 to 1 meetings and annual appraisals.

End User Support

- ✚ Provide first and second level technical support for end users via phone, email, ticketing systems, and face to face. Configuring and troubleshoot user accounts, email, and other productivity software.

Line of Business Application Support

Main Duties & Responsibilities:

- Support users with Microsoft Office Suite, Email, OneDrive and SharePoint queries and issues as well as support for school teaching software suites and other productivity software where appropriate.
- Diagnose and resolve computer hardware and software issues.

User Administration

- Manage user accounts and permissions, including creating, modifying, and disabling accounts where required, as well as maintaining user directories and access controls.

Hardware Support

- Assemble, configure, and deploy computer hardware, including desktops, laptops, and peripherals, to meet the specific needs of the Trust, schools and staff.

Device Configuration

- Install, configure, and troubleshoot software applications and operating systems on computers and other devices used across the Trust, ensuring compatibility and optimal performance.

Mobile Device Management

- Manage and support mobile devices, such as tablets and smartphones, including device enrolment, configuration, security, and application deployment, to enhance teaching and learning experiences.

Back Up Management

- Validate the completion of data backups and assist with data restoration when necessary.

Document Management

- Maintain document management systems, including organizing and categorizing electronic files, ensuring data integrity, and facilitating document retrieval for staff and students.

Support and Guidance

- Receive and log IT support requests from staff and students. Provide initial troubleshooting and escalate issues to appropriate IT colleagues when necessary.
- Coordinate and schedule responses to IT support tickets, ensuring timely and effective resolution of reported issues.
- Monitor the progress of outstanding requests and keep users updated where requests cannot be dealt with right away.
- Escalate issues or assign tasks to other IT colleagues or third parties, as necessary.
- Provide IT training and guidance to staff and pupils as appropriate.

Print Services Support

Main Duties & Responsibilities:

- ✚ Provide technical support for printers and print services, including troubleshooting printing issues, maintaining print queues, and managing print resources.

Fixed Asset Register/Procurement

- ✚ Maintain an up-to-date inventory of hardware, software, and licenses, and assist in procurement processes when necessary.

Review & Scrutiny

- ✚ Collaborate with the IT team and other school staff to identify and implement improvements to IT infrastructure and services.
- ✚ Assist in the planning and implementation of IT projects, such as system upgrades or new technology deployments.
- ✚ Work with the IT Manager to:
 - prepare for any independent reviews, e.g. DPO audits,
 - co-operate with any reviews/audits undertaken and any provide any information legitimately requested,
 - implement any recommendations agreed by the Trust.

Policy & Trust Development

- ✚ Collaborate with the IT team and other school staff to identify and implement improvements to IT infrastructure and services.
- ✚ Support the DFO and IT Manager to establish and update policies, procedures and working practices within the Trust.
- ✚ Monitor and contribute to the organisation and development of IT within the Trust.
- ✚ Maintain an awareness of emerging technological advances and trends, changing legislation, statutory guidance and best practice.
- ✚ Support the CEO and DFO to develop services offered by the Trust Central Team.
- ✚ Undertake specific projects under the direction of the DFO and/or IT Manager.

Additional Duties:

The post holder will:

- ✚ Comply with any reasonable request to undertake work not specified in this job description which is commensurate with the post holder's salary grade, abilities, and aptitudes.
- ✚ Contribute to and uphold the overall ethos/work/aims of the Trust.

- ✚ Act with professionalism, integrity and with due regard to matters of a confidential nature at all times.
- ✚ Promote and adhere to high standards of behaviour and performance in line with the staff code of conduct, Nolan Principles and other relevant policies and professional standards.
- ✚ Establish constructive relationships and communicate professionally and effectively with senior leaders, colleagues, the Trust/school community, and other agencies/professionals.
- ✚ Participate in training and other learning activities and performance appraisal/development as required.
- ✚ Recognise their own strengths and areas of expertise and use these to advise and support others.
- ✚ Undertake duties in line with the Trust's policy on equality and be sensitive and caring to the needs of the disadvantaged, promoting a positive approach to a harmonious working environment.
- ✚ You should act as an exemplar on these issues and should identify and monitor training for themselves and any employees for whom they are responsible, in line with this policy, the Equality Standard and obligations under the Race Relations (Amendment) Act 2000.
- ✚ Carry out their responsibilities with due regard to Trust policies and arrangements relating to safeguarding and child protection, health and safety, security, confidentiality, and data protection and should report any concerns to an appropriate person.

Notes

- * It is anticipated that the post will be based at Brooke School, however there is the opportunity for occasional homeworking, as agreed by your line manager, in accordance with the needs of the service.