LEO Academy Trust
I T Technician Job Description

Job Title:	IT Technician
Pay Scale:	LGPC Scale 5-6 £**24,693 - 28,992 (Full time)**
Reports to:	IT Development Manager
Responsible for:	IT Apprentice
Main purpose of the post: Under the overall direction of the IT Development Manager to assist in the provision of efficient and effective technical support services to ensure the Trust achieves its stated aims and objectives.	

Key Responsibilities:

To ensure the successful operation of, security and provision of technical support for all the Trust computer and electronic communication systems and networks on a day-to-day basis including ensuring all ICT equipment is in working order.

Support and management of ICT apprentices including attendance of any meetings that may be requested by the course provider.

General Responsibilities:

1. Maintain Trust network hardware and equipment:

    - Ensure that equipment is working and remedy any problems as appropriate.
    - Ensure equipment is clean using appropriate methods.
    - Monitor and advise on the security of all network equipment.

2. Supervise the day to day running of the Trust networks. This will include:

    - User and email administration.
    - Application implementation and roll-out.
    - Monitoring system usage and disk space.
    - Monitor and maintain network security in consultation with the line manager.
    - Maintain all network equipment to ensure availability of network services.

3. Meet regularly with the IT Manager on routine operational issues relating to the Trust's ICT facilities so as to ensure appropriate support to users on a daily basis and provide technical support and advice on any problems/issues identified.

    - Conduct regular reviews of the Trust use of ICT including the identification of user needs, planning the appropriate prioritisation of tasks and devising service plans so as to ensure continuous improvement of the school's ICT facilities.

- Keep up to date on developments in ICT and as a result make recommendations to the Trust IT Manager on the Trust's ICT equipment and resource requirements with regard to the development and maintenance of the ICT network.
- Liaise with outside agencies with regard to the range and availability of ICT equipment and resources and development of the Trust's network. Research ICT agencies and suppliers so as to ensure value for money in purchasing resources.

4. To assist the Trust IT Manager in ensuring all staff receive a New Staff Induction to ICT.

5. Provide advice and support to teaching staff and pupils as directed by Line Manager:

- Give advice on the use of equipment.
- Support individuals with development of ICT skills and software familiarisation.
- Support the provision of INSET and internal training.

5. Support the administrative staff in their use of ICT as directed by line manager:

- Support Arbor administration
- Assist administrative staff in their use of Windows based systems

6. Assist Line Management with equipment acquisition:

- Order ICT equipment and consumables as required.
- Observe and advise on Health and Safety good practice.

7. Maintain helpdesk call logging for support issues raised by staff and update as appropriate.

8. Help to support and train staff on their responsibilities to GDPR law. Ensuring that:

- Systems and users comply with existing GDPR rules, as dictated by existing Trust and School policies
- Any concerns or issues regarding data protection, security and retention are immediately forwarded to the Trust Network Manager and DPO.

9. Supervise and assist with the IT support of all Trust schools. Escalating issues to the Network Manager if necessary, and discussing practical solutions

10. Making regular visits to Trust schools to ensure systems are working and as a proactive measure to ensure that any planned work is feasible and useful.

Other Responsibilities

11. Maintain and develop Trust and school websites' with Line Manager:

12. Supervise the audit of all ICT equipment in the Trust and ensure accurate records are maintained and kept up-to-date.

GENERAL INFORMATION:

Equality of Opportunity

- As a member of Trust staff to take individual and collective professional responsibility for reinforcing

and promoting a working environment free from discrimination, victimisation, harassment and bullying.
- Ensure the development and progression of equality within the sphere of responsibility of this post and the fair and equal treatment of all colleagues, children, parents and visitors.

Confidentiality and Data Protection
- To treat all information acquired through employment, both formally and informally, in strict confidence.
- To be aware of the school's responsibilities under the General Data Protection Regulation 2018 for the security, accuracy and relevance of personal data held on such systems and ensure that all processes comply with this.

To contribute as an affection and collaborative member of the Trust Central Team
- Any other duties as reasonably required by any manager of the Trust.
- Participating in the ongoing development, implementation and monitoring of the Trust strategic plan.
- Attend regular meetings as required and make a positive contribution during meetings.

Child Protection
- Being aware of and complying with policies and procedures relating to child protection reporting all concerns to an appropriate person.

Personal Specification

	Essential	
Qualifications or Training:	1. Minimum of GCSE Grade C in English, Maths and Science or equivalent	AF
Practical Skills:	2. Confident in maintaining and using a range of computer hardware, networking equipment and software.	AF/I
	3. Experience of working in a network-based environment.	AF/I
	4. Excellent working knowledge of Windows 10.	AF
	5. Excellent working knowledge of Google Workspace for Education	AF
		AF
Personal Qualities & Attributes:	7. Enthusiasm and commitment to the aims of the school, including equal opportunities	AF/I
	8. Show an understanding of safeguarding responsibilities and the need to work within the school's Child Protection Policy	AF/I
	9. A conscientious and flexible approach to work including possible evening and weekend working	I
	10. Willingness to participate in, and who commitment to, own continuing professional development	AF/I
	11. Self-motivated and able to work on own initiative, prioritising and setting personal targets, as well as part of a team	I
	12. Ability to deliver high quality service whilst under pressure.	I
	13. Ability to communicate effectively and confidently both verbally and in writing.	AF/I
	14. Presentation of an appropriate professional image in order to adhere to the school's Dress Code for staff.	I
	15. Good time management and organisational skills.	I
	16. Appreciation of the issues of confidentiality and adherence to data protection regulations.	AF/I

	17. Relevant experience and qualifications: CCNA level network understanding and experience, Microsoft certified exam-level experience ..	AF
	21. Experience of using Apple MACs.	AF
	23. Experience of Google cloud services.	AF
		AF
		AF
		AF

Key:AF = Application Form = I Interview

Candidates will be shortlisted initially against the above essential criteria. Issues relating to safeguarding and promoting the welfare of children will be explored during the interview process.