

**City Academy Norwich Job Description****IT TECHNICIAN****PERMANENT, FULL-TIME, 37 HOURS PER WEEK**

<b>Line Manager:</b>	Headteacher / SET IT Director
<b>Salary:</b>	Points 13-18 of the of the SET Support Staff Salary Scale <b>FTE</b> £26,873 - £29,269 per annum

**THE POST**

This role requires the employee to provide technical and user support for a range of IT services in school, supported by the Trust's central IT function.

The IT Technician will be responsible for all day-to-day support and management of the technology equipment deployed at the school and the post holder will be the first point of contact for all ICT related Issues. The technician will be need be a resourceful and proactive self-starter as a significant quantity of their daily work will not be directly supervised by central technical staff.

City Academy Norwich (CAN) is a member of the Sapientia Education Trust (SET).

On appointment, the successful candidate will be required to complete a six-month probationary period.

**PERSON SPECIFICATION**

The personal competencies expected of all School support staff are:

- The ability to communicate clearly and tactfully using appropriate methods and an awareness of the impact of your own communication on others;
- Able to maintain positive relationships with all and able to work as an effective and flexible part of a team; willing to change methods of work and routines to benefit the team;
- Willingness to accept responsibility for your own actions; the ability to prioritise effectively, meet deadlines and accept challenges.

The professional competencies expected of an IT Technician are:

- Be able to demonstrate a track record of proactive behaviour, delivery to deadlines and providing consistently excellent customer service
- Demonstrate an understanding of the wider context in which support teams operate, see problems from the users' perspective and adapt responses accordingly

- Have strong planning and organisational skills
- Be able to multi-task and work under pressure
- Be flexible and resilient in managing and executing their daily responsibilities

The qualifications and previous experience required for an IT Technician are:

- Qualified to Level 1 or Level 2 or with equivalent experience
- Experience of working in an education setting is preferred.

## **JOB SPECIFICATION**

### **General Responsibilities**

This is a wide-ranging position, but it does offer an excellent opportunity to quickly gain knowledge and responsibility across a wide variety of applications, devices and technologies.

The technical and project support aspects of this job may involve travel to other schools within the Trust.

The post-holder will be required to comply with CAN's Code of Conduct for Staff and Volunteers

CAN is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The post-holder will have access to and be responsible for confidential information and documentation. They must ensure confidential or sensitive material is handled appropriately and accurately.

The post-holder shall participate in the School's programme of Performance Management and Continuing Professional Development.

A non-exhaustive list of specific responsibilities for the role is below and you will be required to undertake other duties and responsibilities as may reasonably be required.

### **Specific Responsibilities**

- Problem solving hardware and software, either remotely or with the end user;
- Configuring and installing replacement workstation devices and performing regular pre-emptive checks on deployed equipment;
- Maintaining and adjusting fixed in-class audio/visual equipment;
- Supporting printers and photocopiers and reporting faults to 3<sup>rd</sup> party support companies;
- Replacing and re-ordering hardware and device consumables as directed;
- Dealing with day-to-day user requests for password changes and account resets;
- Assisting other members of the wider trust ICT team time as directed and required;
- Preparing written-off equipment for proper disposal under WEEE regulations;
- Maintenance and support of the school's Management Information Systems;
- Supporting technology at whole-school events
- Ensuring that the school's website remains online;
- Monitoring and administration of the school's internet filtering system;

- Working with the assistance of regional network manager to support and maintain the schools core systems and networks;
- Assist in maintaining the school's responsibility to Keeping Children Safe In Education;
- Any other reasonable task as deemed necessary for the safe and efficient operation of the school as directed by the Headteacher.

#### General Responsibility:

- To play a full part in the life of the school community, to support its distinctive mission and ethos and to assist staff and students to be successful.
- To maintain and develop satisfactory working relationships with parents and other visitors to the School.
- The post-holder shall participate in the School's programme of Performance Management and Continuing Professional Development.
- To comply with the School's Health and Safety policy and undertake risk assessments and checks as appropriate.
- The post-holder will be required to comply with the CAN Code of Conduct for Staff and Volunteers.
- CAN is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
- 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 job description.
- Employees are expected to respect and be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.
- The post-holder will have access to and be responsible for confidential information and documentation. They must ensure confidential or sensitive material is handled appropriately and accurately.
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#### HOURS OF WORK

Paid weeks	Full time / 52 weeks
Hours per week	37
Normal Working Pattern	Mon – Thurs 0800-1600 Fri 08:00-15:30
Unpaid Breaks	30 minutes lunch break where the working day exceeds 6 hours

Holidays	Holiday pay entitlement is included in the pro rata salary for the post and there is no entitlement to take holidays during term-time.
CPD Days	School CPD is included in your pro-rata salary and you will be expected to work on all published CPD Days.
Overtime	Additional work may be required during term time for which overtime is not paid, but time-in-lieu may be taken at agreed times.

## REMUNERATION

### Salary Details:

- Points 13-18 of the of the SET Support Staff Salary Scale
- **FTE** £26,873 - £29,269 per annum

New post-holders will normally be appointed on the lower point of the salary scale, which will be reviewed on successful completion of the probationary period, depending on skills and experience.

As salaries payments are averaged out over the 12 months of the Academic Year, if an Individual begins employment with the Trust, or an Employee changes their contract, part way through the Academic Year a Mid-Year Adjustment calculation will be made. This is to ensure that employees are only paid for work they will do over the remaining months of the Academic Year.

Annual holiday entitlement for full-time support staff is 33 days (including bank holidays), rising to 37 days after 5 years' service. Holiday entitlement is pro-rata for employees who work less than 52 weeks per year and/or less than 37 hours per week.

School staff enjoy a number of non-contractual benefits, including free refreshments and midday meals during term-time.

The post-holder will be entitled to join CAN's nominated pension scheme for support staff.

## DRESS CODE

The post-holder will be expected to wear appropriate business attire. All staff will be supplied with appropriate Staff ID. This must be worn at all times to ensure that students, staff and visitors are able to identify CAN employees.

## PRE-EMPLOYMENT CHECKS

All staff must be prepared to undergo a number of checks to confirm their suitability to work with children and young people. The Trust reserves the right to withdraw offers of employment where checks or references are deemed to be unsatisfactory. CAN's Performance Management programme.