

JOB DESCRIPTION

Post Title:	IT Technician
Purpose:	Supporting the delivery of the IT Service to North Oxfordshire Academy and NOA's Ark Nursery
Responsible for:	Working to provide IT support and contribute to the effective operation, maintenance and repair of all computers and computer related resources throughout the academy.
Reporting to:	ICT Network Manager
Hours:	Full time 52 Weeks, 37.5 Hours
Disclosure level	Enhanced
MAIN (CORE) DUTIES	
Key Responsibilities	<ul style="list-style-type: none"> • Provide first line technical support, responding to users' helpdesk requests in a timely and effective manner to minimise any disruption to teaching, learning or administration at North Oxfordshire Academy. • Monitor the performance and fitness for purpose of end-user devices and peripherals at North Oxfordshire Academy, resolving hardware and software faults, finding temporary workarounds where necessary and escalating to the ICT Network Manager where necessary. • Under the direction of ICT Network Manager, monitor and manage network stability and performance at North Oxfordshire Academy. • Under the direction of ICT Network Manager, implement change requests at North Oxfordshire Academy. • Under the direction of ICT Network Manager, ensure compliance with backup, anti-virus and other security provisions at North Oxfordshire Academy.
Specific Duties	<p>Service Operation</p> <ul style="list-style-type: none"> • Actively monitor or respond to assigned helpdesk jobs with diligence, contributing to the meeting of SLA measures at North Oxfordshire Academy. • Log any helpdesk incidents reported verbally, to enable them to be adequately tracked, resolved, and reported on. • Search knowledge base to inform diagnosis and resolution. • Record detailed diagnostic information to assist with the building of the knowledge base. • Where a satisfactory and immediate fix is not possible, escalate to the ICT Network Manager. <p>Personal IT Competences</p> <ul style="list-style-type: none"> • An understanding of the management and troubleshooting of networked systems. • A strong skillset in the management of users within a Windows environment. • The ability to troubleshoot issues with hardware, identifying faults and resolving / escalating as required. • Ability to prioritise workload & research potential fixes. • Excellent communication skills.

	<p>IT Estate</p> <ul style="list-style-type: none"> • Support, maintain and deploy all IT hardware and software resources used by North Oxfordshire Academy without exception, subject to exclusions which the SLT wishes to make (e.g. Hall AV): • Install and test new peripherals. • Follow manufacturers’ instructions to support the use of hardware, such as installing drivers. • Perform basic PC hardware repairs and upgrades. • Diagnose and resolve basic PC, printer, peripheral and software faults. • Install applications and other software, configure and test and carry out any required maintenance of applications (e.g. install service packs). • Perform basic diagnostic and recovery routines on network equipment. • Follow instructions to maintain user accounts and permissions. • Contribute to the maintenance of an accurate and up-to-date hardware asset register at North Oxfordshire Academy. • Contribute to the maintenance of an accurate and up-to-date software register at North Oxfordshire Academy including license details, renewal dates and costs. • Test and prove the efficacy of the backup procedures on a scheduled basis at North Oxfordshire Academy.
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<p>General</p>	<ul style="list-style-type: none"> • Develop excellent working relationships with colleagues internally, centrally, and externally. • Be an effective and flexible member of the IT team. • Adhere to Group policies and procedures at all times. • Ensure any documentation produced is to a high standard and is in line with the in-house style. • Be aware of and comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality, and data protection, reporting all concerns to the appropriate person. • Participate in training and other learning activities as required. • Participate in the Performance Management process. • Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate. • To represent North Oxfordshire Academy at events as appropriate. • To support and promote North Oxfordshire Academy and United Learning’s ethos. • To undertake any other duties and responsibilities as reasonably required by the ICT Network Manager or SLT at North Oxfordshire Academy.
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This post may involve some evening and weekend work and the post holder will need to demonstrate a large degree of flexibility and willingness to work unsocial hours. The need to adapt working hours around the business need of the academy is an expectancy of the job role.

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation. However, it should be noted that 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 therefore been used; in which case all the usual associated duties are included in this job description.

This job description is current at the date shown, but following consultation with you, may be changed by the Principal to reflect or anticipate changes in the job which are commensurate with the salary and job title

*I confirm that I have read and understood the details contained within this job description.
I understand that by signing this document, I agree to the terms and conditions contained within it.*

Signed Print Name	
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Dated	
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