IT Technician

Job Description

37 hours per week – 52 weeks, requirement to travel between Trust academies

Post: IT Technician

Grade: Grade 4 (£20,092 – £21,478)

Responsible to: Director of IT & Communications

Overall purpose of this post:

This is a Trust wide role as part of the IT support team providing outstanding customer focussed IT support to academies within the Trust covering all aspects of IT support from end user to equipment and services.

This role will require regular travel between academies and the Trust Offices.

Role and Responsibilities

These will include, as appropriate, those that reflect the Trust's key value: "Winning Hearts, Inspiring Minds" through Collaboration, Inspiration, Diversity and Community.

IT Technician

1. Work independently and as part of a team to provide day-to-day ICT support across the Trust's academies.
2. Administrate academy websites across the Trust where required
3. Manage own workload through the allocation of calls via the helpdesk.
4. Providing outstanding, customer focussed first and second line ICT support to staff and students.
5. Maintenance of all ICT rooms and equipment.
6. Evaluate new and existing software.
7. Attend and contribute to ICT related meetings.
8. Assist in the development of recording systems for ICT usage.
9. Keeping the ICT software/hardware inventories up to date.
10. Providing technical support for staff presentations and events, and where required taking pictures or video recordings.

11. Support in the maintenance of Academy MIS systems including taking and uploading photographs of pupils in line with Trust policies.
12. Maintain CCTV systems, interrogating and reporting on incidents where requested to do so.
13. Be aware of and adhere to all relevant health and safety legislation associated with duties undertaken.
14. Commission, maintain, test and repair electronic/computer systems, associated
15. Ensuring peripherals and AV equipment complies with health & safety legislation.
16. Install and configure software.
17. To support staff CPD by developing comprehensive guides and delivering small group, or 1–1 sessions where training needs are identified.

Central Team

1. To provide IT support for the Executive and Central Team including liaising with various external partners where required.

2. To contribute to the effective working of the Central Team by participating in meetings and suggesting improved ways of working.

3. To assist with the joining/conversion process for new schools.

General

1. To achieve positive and effective lines of communication with all staff, parents/carers, community groups, local education authority, stakeholders, supplier groups and external agencies.

2. To promote the Trust and academies to, and raising the profile within, the local community.

3. To maintain competence in role by attending training as required.

4. To be prepared to work flexibly during busy periods.

5. To develop constructive relationships and communicate with other colleagues, agencies/professionals. Attend and participate in meetings, sharing experience and skills with others.

6. To perform other ad hoc duties and assignments that are commensurate with the post's grade whenever reasonably instructed by the Director of IT & Communications or Technical Systems Manager.

7. To report all concerns to an appropriate person.

8. To comply with the Trust's child safeguarding procedures, including regular liaison with the designated child safeguarding person over any safeguarding issues or concerns.

9. To comply with Trust policies and procedures at all times.

Person Specification

Ref	Criteria	E/D	App	Ref	Int
1. Qualifications and Training					
1a	A level of numeracy and literacy sufficient to carry out the duties of the post (min Grade C/Level 5 GCSE Maths & English)	E	✓	✓	
1b	A Levels or certificate in IT related subjects or evidence of vocational training or equivalent	D	✓		
1b	Willingness and ability to obtain/or enhance qualifications and training for development in post	E	✓	✓	
2. Professional Experience and Knowledge					
2a	previous experience of working in a school or similar environment	D	✓		
2b	Experience in an IT support role	E	✓	✓	✓
2c	Experience of Active Directory / DNS / DHCP management	E	✓		✓
2d	Good understanding of current software operating systems.	E	✓		✓
2e	Experience of network protocols and VLANs.	E	✓		✓
2f	Experience of maintaining backup hardware and software.	E	✓		
2g	Exposure to automated OS and software deployment techniques.	E	✓		
2h	Experience with anti-virus and e-safety solutions.	E	✓		
2i	Experience of administering Office 365	D	✓		✓
2j	Excellent communication skills at all levels	E	✓	✓	✓
2k	An appreciation of the ICT related requirements in an educational Environment.	D	✓		✓
3. Equal Opportunity					
3a	Must be able to recognise discrimination in its many forms and willing to put the Equality Policies into practice	E	✓		✓
4. Other Skills					
4a	Able to adapt to new legislation, policies and procedures	E	✓		✓

4b	Able to use own initiative to problem solve, demonstrating a willingness to embrace change	E	✓		✓
4c	Able to prioritise and meet deadlines with changing demands	E	✓		✓
4d	Able to produce clear and concise documentation	E	✓		✓
4e	Able to work as part of a local team and the wider Trust	E	✓		✓
4f	Negotiates with and recommends suppliers regarding the ordering of goods and services, ensuring best value	E	✓		✓
4g	Able to take a customer focussed approach to deliver outstanding service	E	✓		✓
Other	Able to travel between the Trust Central office and different schools within the Trust	E			✓