GORSE

JOB DESCRIPTION

Job Title: IT Technician
Grade: C1 SCP 12-17
Reporting to: IT Hub Manager

Job Purpose
Responsible for maintaining and developing the IT resources for safe, effective use by staff and students. Duty to support the wider IT Services team in delivering outstanding IT services.

Responsibilities
- Provide appropriate technical support, help and advice to staff and students.
- Maintain and monitor the appropriate use of any software or hardware.
- Support the wider IT Services team with the development and deployment of desktop hardware, desktop infrastructure, network infrastructure and ancillary equipment.
- Support the wider IT Services team with the delivery of changes to hardware and software, ensuring documentation is updated.
- Respond to support requests in line with procedures, recording detailed diagnostic information and using appropriate knowledgebases/logs to assist with diagnosis and resolution.
- Negotiate with suppliers and external contractors and track external support calls.
- Identify software, hardware and working practices required to fulfil functional specifications as defined by academy and trust staff.
- Conduct individual and group training on the use of IT resources.
- Review and make suggestions to improve the service provision of the IT Services team.
- Work as part of a team adopting flexible working practices, attending meetings and liaising with staff at all levels to ensure efficient operation of IT systems.
- Enhance knowledge and skills relevant to IT through online resources and attend relevant courses where appropriate.
- Any other duties corresponding to the general character of the post and appropriate with its level of responsibility.

General
- Be aware of, and comply with, policies and procedures relating to child protection, health and safety, confidentiality and data protection.
- Perform other relevant tasks as directed by senior leaders.
- Work in partnership with, and across, other TGAT Academies as required.

Key Skills
- Strong computer hardware and software skills, with an ability to effectively troubleshoot and resolve problems.
- Outstanding communication skills, both oral and written, with ability to communicate with people at all levels.
- Good interpersonal skills to work effectively with staff, students and parents/carers.
- Able to work on own initiative.

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Personal Responsibilities:

- To hold positive values and attitudes and adopt high standards of professional conduct in line with the Seven Principles of Public Life (selflessness, integrity, objectivity, accountability, openness, honesty, leadership) and our trust values of Diligence, Integrity, Rectitude and Kindness.
- Carry out the duties and responsibilities of the post, in accordance with GORSE's Health and Safety Policy and relevant Health and Safety Guidance and Legislation.
- Form positive professional relationships, and work in partnership with colleagues throughout GORSE.
- To willingly engage with training as required.
- Treat all aspects of the role with the strictest confidentiality.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality, equality and diversity and data protection, reporting all concerns to an appropriate person.

Any Special Conditions of Service:

- The post is subject to a satisfactory enhanced DBS background check, relevant right to work documentation, suitable references and a six -month probationary period.
- Occasionally there may be a requirement to work off-site and undertake work outside normal office hours to meet the variable nature of workloads and deadlines and to support academy events.
- Contribution to the overall ethos/work/aims of GORSE.
- GORSE operates a No Smoking/Vaping Policy.

We are committed to safeguarding the welfare of children and expect all staff and volunteers to share this commitment. The successful candidate will be subject to full employment checks, including an enhanced DBS disclosure and barring service check. We promote diversity and aim to establish a workforce that reflects the population of Leeds.

Employment is conditional on confirmation of the right to work in the UK – either as a UK or Irish citizen, under the EU Settlement scheme or having secured any other relevant work visa. If you do not have the right to work in the UK and the role does not meet eligibility for sponsorship, please consider carefully whether you meet the eligibility to apply for this position.

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Person Specification

Criteria	Essential/ Desirable
Qualifications	**E/D**
GCSE grade C/4 and above in English and Maths.	E
Full UK driving license	E
A relevant Level 3 qualification, or willing to work towards.	E
IT qualification/s, e.g. Microsoft, Cisco, CompTIA a+.	D
Knowledge and Skills	**E/D**
Excellent communication skills, both written and oral and the ability to communicate with different groups of people.	E
Good administrative skills.	E
Working knowledge of Windows Server 2008R2, 2012 and 2016.	E
High-level working knowledge of Windows 10, Office 2013/16 management and deployment.	E
Excellent customer service skills and the ability to understand the needs of our students, staff, parents and carers.	E
Excellent organisational and time management skills and the ability to prioritise work for yourself.	E
Good analytical skills and a systematic and methodical approach to problem solving.	E
Ability to work on own initiative as well as part of a wider team.	E
Ability to disseminate knowledge and good practice to other members of staff.	E
Windows 10 management and deployment.	D
Excellent proficiency with AV systems, including staging, lighting and sound.	D
Experience of supporting Apple devices such as iMacs and iPads in a Windows networked environment.	D
Experience	**E/D**
A minimum of two years' experience in an IT support role. (Willing candidates are welcome to apply)	E
Experience of delivering services to meet customer needs.	E
Experience of managing competing priorities and working to tight timescales.	E
Experience in education (primary, secondary, post 16 or alternative provision).	D
Experience of configuring / monitoring networks, telephony and wireless systems.	D
Experience in education (primary, secondary, post 16 or alternative provision).	**E/D**
• Evidence of commitment to Continuing Professional Development	E
Other Conditions	**E/D**
• Enhanced DBS Clearance	E

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