

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	IT Technician	Location	Based at The Hart School - Rugeley, Staffs Occasional travel to Three Peaks Primary - Tamworth, Staffs
Salary	Grade 5 NJC Point 6-9 £25,989 - £27,254	Hours	37 hours per week Monday to Thursday 0800-1600 Friday 0800-1530 Whole Year - 52 weeks per annum, with 26 days annual leave + Bank Holidays. Rising to 28 days after 5 years' service
Department	Support Staff	Reports To	Regional IT Manager

JOB PURPOSE:

To provide excellent IT support and customer service, working with the Regional IT Manager & Senior IT Technician to support the IT systems, applications & associated software at the school.

This role forms part of the wider Creative Education Trust IT Support Team and will involve providing remote support across the Staffordshire and Stoke-on-Trent region. The successful candidate may also be required to travel occasionally to other Trust sites as required.

This post will report to the Regional IT Manager, working under the direction of the Senior IT Technician.

KEY RESPONSIBILITIES AND DUTIES:

Service Desk and Customer Support

- Deliver a high standard of customer service and technical support to all users, including staff, students, parents, visitors and other stakeholders.
- Ensure all incidents and service requests are triaged, updated and resolved through the IT Service Desk in line with agreed Service Level targets.
- Foster a culture where end users feel comfortable and empowered to raise incidents and requests via the service desk.
- Resolve assigned incidents and requests efficiently, maintaining regular communication with users and providing timely progress updates until resolution.
- Escalate incidents where appropriate and work collaboratively with the Senior IT Technician, Regional IT Manager, wider Trust IT team, third-party suppliers and other stakeholders to achieve resolution.
- Actively contribute to service improvement by identifying trends, documenting fixes and workarounds, maintaining knowledge base articles and sharing knowledge across the wider Trust IT network.

Hardware, Software and Systems Support

- Deploy, configure, maintain and support IT equipment including desktop PCs, laptops, Chromebooks, iPads, printers, interactive displays, audiovisual equipment and other endpoint devices, ensuring systems remain available and fit for purpose.

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- Support and maintain educational and non-educational technologies, including CCTV systems, telephone systems, VoIP services, door access control systems, digital signage and associated infrastructure.
- Assist with the administration and maintenance of IT systems and cloud services, including Microsoft 365, Active Directory, Microsoft Intune, Endpoint Manager, Microsoft Azure, SharePoint, OneDrive, Microsoft Teams for Education and other Trust-approved platforms.
- Set up, manage and maintain user accounts, email accounts, access permissions and related systems, ensuring starters and leavers are processed promptly and securely. Manage staff identification badges and associated access control systems, including enrolment, issue and lifecycle administration.
- Assist with the installation, testing, deployment and licensing compliance of software applications and updates.
- Support the upkeep and administration of the academy's web filtering systems.

Asset Management and Monitoring

- Help maintain accurate inventories, fixed asset registers and records for IT hardware, software and related equipment, ensuring audit readiness and compliance.
- Monitor network and system activity using approved monitoring tools, reporting safeguarding, security or operational concerns to the appropriate staff member(s), including the Designated Safeguarding Lead (DSL).

Cyber Security and Data Protection

- Promote and support a strong cyber security and data protection culture by advising users on best practice and ensuring compliance with Trust policies, GDPR and information security requirements.
- Support the Data Protection Lead and participate in investigations relating to data protection, security incidents and CCTV footage, ensuring information is handled lawfully and securely.

Print and Peripheral Support

- Provide first-line troubleshooting and support for multifunction devices (MFDs) and print services, including toner and paper replenishment, consumables monitoring and liaison with third-party suppliers.

Training and Educational Technology

- Deliver technical advice, guidance and user training to staff and students, producing support documentation, user guides and training materials where appropriate.
- Support the implementation and successful adoption of educational technology initiatives, pilots and digital learning programmes.
- Support the maintenance, management and effective use of classroom and whole-school audiovisual resources, promoting energy-efficient use where appropriate.

School Communications and Events

- Where required, support school communications and digital engagement activities, including uploading letters to the school's website, content creation, photography, videography and digital signage management.
- Attend and support school events and activities, including parents' evenings, open evenings, productions and other events, including work outside normal working hours.

Trust Collaboration and Continuous Improvement

- Support other Creative Education Trust schools and academies as required through both remote and on-site assistance, working collaboratively with school-based and central IT teams.
- Contribute to the delivery of the IT vision, objectives and continuous improvement initiatives.

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- Demonstrate flexibility, professionalism and adaptability in responding to changing technologies, priorities and business needs.
- Undertake all duties in accordance with the Trust's IT Handbook, including established standards for procurement, service delivery, budgeting and network management.

OTHER RESPONSIBILITIES:

Other Responsibilities

- Be aware of and comply with policies and procedures relating to safeguarding, child protection, health and safety, security, confidentiality and data protection, reporting all concerns to the appropriate person.
- Undertake any other reasonable duties commensurate with the grade of the post as requested by the Senior IT Technician, Regional IT Manager or Senior Leadership Team.

Pupil Welfare

- Ensure good behaviour around school is maintained and staff expectations are high and establish a culture of praise and consistent applications of consequences
- Proactively promote an atmosphere of respect, recognition, celebration, and mutual support in the school.
- Maintain an environment which feels safe and enables pupils to report any concerns or complaints.

Partnerships and Promotion of the School

- Support partnership working, particularly with sister schools within Creative Education Trust, to ensure that this is a strength of the school and enhances the opportunities available to pupils.
- Where possible actively support and establish links with other learning establishments and employers and training providers to maximise opportunity for pupils.

School Ethos and Community

- Support the school in achieving the British values of diversity, dignity, and equality in all aspects of service delivery and engagement with the broader community.
- Actively support a culture where all members of the school community respect others and their physical surroundings.

Supporting the Work of Creative Education Trust

- Contribute to collaborative work across Creative Education Trust schools participating in trust-wide work and projects.
- Participate in Creative Education Trust and sector-wide activities in order to share best practice

Support for the School

- Be aware of and support diversity and ensure equal opportunities for all
- Contribute to the overall ethos and aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post. The duties may be varied to meet the changing demands of the Trust at the reasonable discretion of the Principal.

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JOB REQUIREMENTS:		
	Essential	Desirable
QUALIFICATIONS	GCSE Grade C/4 or above (or equivalent) in English and Maths.	- Level 3 or 4 qualification/apprenticeship in IT or a related discipline. - ITIL Foundation. - Microsoft 365 Fundamentals (MS-900) or equivalent. - Microsoft Azure Fundamentals (AZ-900). - CompTIA A+ and/or Network+. - Cyber Security or Data Protection/GDPR training.
EXPERIENCE	- Experience providing customer-focused IT support in a Windows environment. - Experience troubleshooting hardware, software and user account issues. - Experience supporting Microsoft 365 applications and services.	- Experience providing IT support in an educational setting. - Experience supporting educational technologies and school MIS systems.
KNOWLEDGE AND UNDERSTANDING	- Working knowledge of Microsoft Windows and Microsoft 365. - Understanding of cyber security, data protection and information security best practice. - Understanding of basic networking concepts, including TCP/IP, wireless networking and connectivity troubleshooting. - Awareness of safeguarding responsibilities when working in a school environment.	- Knowledge of interactive displays and associated software. - Knowledge of school MIS systems. - Knowledge of network infrastructure, including switches and wireless solutions.
SKILLS AND PERSONAL ATTRIBUTES	- Ability to diagnose and resolve technical issues using a logical and methodical approach. - Ability to prioritise workloads and work effectively under pressure. - Strong organisational skills with the ability to maintain accurate records and documentation. - Ability to communicate technical information clearly to non-technical users. - Strong customer service and stakeholder management skills. - Ability to work effectively both independently and as part of a team.	

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	- Professional, reliable and accountable in approach to work. - Commitment to continuous professional development and learning. - High levels of discretion and confidentiality. - Proficient in Microsoft 365 applications and standard business software. - Excellent communication, numeracy and literacy skills	
CREATIVE EDUCATION TRUST VALUES	All colleagues are expected to demonstrate the Creative Education Trust values in their work by: Empowering Ambition: Supporting personal growth, innovation and high performance. Championing Equity: Promoting fairness, inclusion and high expectations for every student. Unlocking Opportunity: Helping create access to knowledge, experiences and networks that broaden horizons. These values should be evident in how the post-holder works, collaborates and contributes to the wider Trust community.	
EQUAL OPPORTUNITIES	A demonstrable commitment to supporting and promoting safeguarding, student welfare, equality and diversity	
SAFEGUARDING	A thorough understanding of up-to-date safeguarding requirements and best practice	
OTHER REQUIREMENTS	High expectations for all pupils and a commitment to supporting their learning, wellbeing and educational experience through the effective use of technology. Willingness and ability to travel between Trust sites as required.	

Creative Education Trust is committed to safeguarding and promoting the welfare of our children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be required to undertake relevant safeguarding checks in line with Government safer recruitment guidelines.