

Job Title: IT Technician	Pay Scale: PPS 4
Normal Place of Work: Specific Academy Site	Line Manager: Strategic IT Coordinator/ Lead Infrastructure Engineer
Role Summary: The IT Technician will be responsible for the general maintenance of ICT equipment, and for the resolution of identified technical problems, as well as undertaking general tasks, which will promote the use of ICT across the curriculum.	

DUTIES AND RESPONSIBILITIES

- To assist in the support the IT network
- Provide IT support in lessons for staff and pupils
- Action IT support tickets submitted by staff or students
- Manage phone calls and face to face request for support
- Maintain and diagnose basic faults computers or user accounts
- Make reasoned decisions about whether to attempt to fix a problem/repair equipment yourself or to seek additional assistance
- Undertake repairs to simple faults such as blown fuses, missing cables, jammed or dirty mechanisms and bulb replacements
- Check and change toner and ink cartridges and carry out printer maintenance
- Make sure that ICT equipment is safe, available and ready to use when required, and promptly inform the teacher of any problems with obtaining the equipment needed
- Organise the movement of IT equipment, including some basic lifting
- Answer the phone and provide network support for teachers and students
- Deploy phones and configuration support for the Cisco IP Phone system
- Support the thin client network including desktop support, application support and sequencing
- The post holder will be required from time to time to carry out such other duties within the scope of the post.

Key Relationships

The post holder will be expected to develop and maintain good relationships with:

<ul style="list-style-type: none"> • Head Teachers, Directors, SLT and all Trust staff 	<ul style="list-style-type: none"> • To ensure a high quality service is provided that meets the needs of the Trust.
<ul style="list-style-type: none"> • Trustees, parents and pupils 	
<ul style="list-style-type: none"> • Outside agencies e.g. DFE 	

Generic Responsibilities

- Represent and promote The Priory Federation of Academies' values internally and externally.
- Ensure that the Federations internal customers receive an excellent customer service experience in all dealings with the service.
- Deliver your day to day duties consistently with the agreed service level.
- Act as a champion for change and improvement, constantly enhancing quality.
- Contribute to the annual quality review of the service and the programme of continuous improvement.
- Actively promote and act, at all times, in accordance with Federation policies, e.g. Health and Safety, Equal Opportunities and Safeguarding.

- Make a commitment and contribution to improving standards for pupils, as appropriate.
- Contribute to the maintenance of a caring and stimulating environment for pupils.
- Undertake other duties commensurate with the job level.

The post holder will interact professionally with colleagues to ensure understanding and awareness of responsibilities of all colleagues and undergo any relevant training.

Elements of this job description may be changed following consultation with your manager.

TERMS OF EMPLOYMENT

All offers of employment are subject to The Trust receiving proof of identity, two satisfactory references, satisfactory health and enhanced DBS checks, a signed Code of Conduct, evidence of your relevant qualifications and successful completion of a 12 month probation period.

HEALTH AND SAFETY

All employees are responsible for reading, understanding and carrying out the requirements of The Trust's Health and Safety policy and for informing a relevant person if they become aware of any non-compliance with the policy or of any identified training needs.

HOURS OF WORK

The Academy day is between 8:00 am and 6:00 pm. A flexible approach to working is expected as some tasks may be required to be carried out in the evenings and during holiday periods.

CONTINUAL PROFESSIONAL DEVELOPMENT

The Trust requires individuals to identify and analyse their own training and development needs and to actively participate in the design of a development plan to meet these needs and the needs of the Academy. This may be achieved through an appraisal process.

The post holder should recognise and take advantage of development opportunities and should periodically review their own progress towards meeting previously agreed goals.

CONDITIONS OF SERVICE

Governed by the National Agreement on Pay and Conditions of Service supplemented by local conditions as adopted.

SPECIAL ARRANGEMENTS

The post holder may be required to work outside of normal academy hours on occasion, with due notice.

SAFEGUARDING STATEMENT

The Priory Federation of Academies is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

EQUALITY, DIVERSITY AND INCLUSION

The Priory Federation of Academies Trust is committed to maintaining a diverse workforce and an inclusive environment for all. Our aim, embedded in the Trust Values, is to enrich our workforce at every level and we encourage applications from all under-represented groups.

Person Specification – IT Technician

	Essential	Desirable	How assessed*
EXPERIENCE			
Experience of working within an IT support department	X		IV/AF
Work independently and proactively without supervision	X		IV/AF
Be able to prioritize tasks effectively, coping with conflicting demands and displaying flexibility	X		IV/AF
Focused on customer service delivery	X		IV/AF
EDUCATION/TRAINING/QUALIFICATION			
Maths and English GCSE at grade C or above	X		Cert
A Levels or equivalent Level 3 qualifications		X	Cert
A CISCO/Microsoft Qualification		X	Cert
SPECIALIST KNOWLEDGE			
Desktop hardware and software support	X		IV/AT/R
Understanding of virtualization technologies		X	IV/AT
SKILLS - DISPOSITION			
Results Orientated	X		IV/AT
A good communicator and influencer	X		IV/AT
Willing and able to develop new skills	X		IV/AT
WORKING ARRANGEMENTS AND PERSONAL AVAILABILITY			
To be proactive and flexible in meeting all SLT requests	X		IV
Hold a current driving license and able to use own transport (fuel claims supported)		X	Cert
Willing to travel between Academies	X		IV/AT

*Key to how skills are assessed:

AF = Skill assessed via application form

IV = Skill assessed via interview

AT = Skill assessed via test/work-related task

Cert = Certificate checked at interview

I have read and accept the content of the job description.

Signed Line Manager :

Dated:

Signed Employee.....

Dated.....