**JOB DESCRIPTION**

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| **JOB TITLE** | | IT Technician (Static) |
| **EMPLOYER** | | University of Brighton Academies Trust |
| **LOCATION** | | The St Leonards Academy with occasional travel to Trust sites in East and West Sussex. |
| **SALARY** | | Single Status Grade 5/6\*, Points 12-16  \*Opportunity to progress to Grade 6 if required to make difficult prioritisation decisions in high-pressure scenarios and using advanced levels of experience and judgement to achieve the best possible outcome for multiple stakeholders. |
| **CONTRACT TYPE** | | Permanent |
| **RESPONSIBLE TO** | | IT Support Supervisor |
| **MAIN PURPOSE OF THE JOB** | | To provide efficient and effective IT technical support to maintain a high-quality service for staff and students across our Trust, supporting the provision of education. |
| **MAIN TASKS / KEY RESPONSIBILITIES** | | |
| **1** | To provide prioritised first line support to staff and pupils, advising and resolving issues. | |
| **2** | Assisting in the day to day support of the Academies network in conjunction with the Infrastructure team. | |
| **3** | Installation of any new IT asset, hardware / software appliance, service or system. In accordance with best practice. | |
| **4** | Ensuring support requests are dealt with in a timely and efficient manner whilst maintaining internal resolution catalogue and knowledge base. | |
| **5** | Assisting in the management of user accounts, including resetting passwords, updating printer credit and wireless access requests. | |
| **6** | To contribute to the work of the team in the delivery of multi-site projects and support as required, including IT security and efficient use of resources. | |
| **7** | Undertaking preventative maintenance of IT devices on a scheduled and ad-hoc basis. | |
| **8** | Assisting with supporting Academy based events, both during and outside of normal working hours. | |
| **9** | To monitor IT equipment for potential health and safety/electrical issues and either resolve or escalate via the appropriate channels. | |
| **10** | To demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with senior management. | |
| **11** | To support other Academies with projects and support when required. | |
| **12** | To perform such other tasks as may reasonably be required by the senior management. | |
| This Job Description is correct at the time of print and gives the main responsibilities and tasks of the role. These may however be changed or added to as appropriate.  There may also be the need for staff to undertake additional duties from time to time, appropriate to the level of the post. Should these additional tasks become a frequent part of the role, the job description will be revised through consultation with the post holder. | | |
| **Date: June 2019** | | |
| **Additional Information** | | |
| * This post is subject to an Enhanced Criminal Record Check * This post is exempt from the Rehabilitation of Offenders Act (1974) – applicants must be prepared to disclose all criminal convictions and cautions including those that would otherwise be spent under the Act. | | |
| **University of Brighton Academies Trust is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment.** | | |

**PERSON SPECIFICATION**

**EDUCATION, QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE**

1.1 Good technical knowledge of IT, both hardware, software and cloud services.

1.2 Experience of working in a school or Academy environment.

**KEY SKILLS AND ABILITIES**

2.1 Good literacy and numeracy skills as well as a proven ability to think logically and problem solve.

2.2 Ability to provide IT support within a customer focused setting, to both adults and young learners.

2.3 Good interpersonal skills including use of tact and sensitivity, must be approachable and have a positive attitude.

2.4 Ability to support a wide range of customers with differing needs including special educational needs students, general staff, and senior leadership.

2.5 Ability to prioritise personal workload effectively to meet deadlines and in-line with current IT processes.

2.6 Ability to follow complex guidance and to author clear guidance to colleagues and customers.

2.7 Ability to lift and handle IT equipment

**PERSONAL ATTRIBUTES**

3.1 To be highly organised and able to effectively and correctly prioritise across multiple sites, in the face of conflicting demands.

3.2 Self-motivated with drive, initiative and high degree of pro-activity while remaining positive and solution focused.

3.3 Ability to adopt a flexible approach to meet the constantly changing challenges of Academy life.

3.4 Ability to appropriately work with confidential and sensitive information.

3.5 Ability to work well under pressure with a resilient and equable temperament.

3.6 An analytical and questioning mind.

3.7 Ability to communicate effectively with different audiences.