



<b>Organisation:</b>	Watergrove Trust
<b>Section:</b>	Associate Staff
<b>Location:</b>	Across any of the schools within the Watergrove Trust
<b>Job Title:</b>	IT Technician
<b>Hours:</b>	36 ¼ hours, working All Year Round
<b>Grade:</b>	Grade 4
<b>Accountable to:</b>	IT Service Manager / IT Operations Manager
<b>Accountable for:</b>	N/A
<b>Special Conditions of Service:</b>	<ul style="list-style-type: none"><li>• All posts require satisfactory pre-employment checks including enhanced DBS clearance prior to appointment.</li><li>• From time to time you may be expected to work outside normal working hours to participate in duties that are otherwise not indicated in your job description. (Example): Supporting Open Evenings and other out of hours school events as and when required or to perform routine system upgrades and general maintenance.</li><li>• A full driving licence and access to a vehicle. (Trust will provide business driving insurance cover).</li></ul>

Watergrove Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

#### **PURPOSE AND OBJECTIVES OF THE ROLE**



As a technical support employee, you'll be responsible for monitoring and maintaining the computer systems and networks within the trust. If there are any issues or changes required, such as forgotten passwords, viruses or email issues, you'll be the first level of response.

Tasks can include installing and configuring computer systems, diagnosing hardware/software faults and solving technical problems, either over the phone or face to face.

Most importantly, as schools cannot afford to be without the whole system, or individual workstations, for more than the minimum time taken to repair or replace them, your technical support is vital to the ongoing operational efficiency of the trust.

### **Safeguarding**

Fulfil responsibilities and obligations in relation to the safeguarding of children.

To adhere to the Academy Trust rules and regulations relating to the use of IT, e-mail and intranet/internet access.

### **Health/Safety/Welfare**

Responsibility for the safety and welfare of self, colleagues and students in accordance with the Health and Safety Policies of Watergrove Trust, and current legislation.

### **Relationships (not exhaustive)**

Trust IT Team  
Headteacher  
Senior Leadership Team  
Colleagues  
Teaching Staff  
Associate Staff  
Students  
Parents  
Visitors  
Contractors  
Governors /Trustees

### **Organisational Chart**

<b>Strategic IT Director</b>
<b>IT Operations Director / Technical Projects Director</b>
<b>IT Service Manager</b>
<b>Academy IT Lead</b>
<b>IT Technician</b>



## Values and Behaviours

Our mission is to be ever **“Providing more”** to the communities we serve, to enable life in all its fullness. Our Trust is enabled by a mutual interdependency within which we will always:

- Coach
- Challenge
- Innovate

Watergrove Trust has high expectations of its pupils and staff and we expect our employees to be aware of, and apply these values and behaviours at all times.

## Responsibilities

The postholder must:

1. Perform his/her duties in accordance with the Equal Opportunities Policy.
2. Ensure that the Trust’s commitment to public service orientation and care of our customers is provided.
3. Be able to render regular and efficient service to undertake the duties of this post.

## Principal Duties

- To provide IT support to Watergrove Trust and partner schools ensuring that targets and standards are met in accordance with the Teaching and Learning ethos.
- To deliver a positive, responsive and proactive service at all times.
- Endeavour to resolve all IT Support queries, if no permanent solution is available immediately provide a suitable workaround to ensure the organisation can continue to function.
- To ensure that all help desk calls are dealt with appropriately and escalated where necessary in accordance with policies and procedures set and in accordance with service level agreements as required by the Strategic IT Director.
- To provide and maintain computer equipment and peripherals to staff and students ensuring that maximum uptime is achieved.
- To provide disaster recovery support following routine code of good practice
- To support the IT Support Team in desktop and builds including safe recovery procedures.
- To support the IT Support Team in routine network monitoring using tools provided.
- To support with the configuration of new devices and maintenance of existing devices
- Undertake training as required and responsible for keeping abreast of any new developments and changes to technical guidelines.



- To advise the IT Service Manager of any problems that may affect the efficient running of the department both short and long term.

### **Administration**

- Keep a log of all incidents and faults for reference purposes.
- Resolve help desk tickets.
- Keep the inventory / asset database up to date.
- To ensure that management information is collected and maintained.
- To create and update IT related documentation.

### **Responsibilities for equipment and other school resources**

- Responsible for the safeguarding of computer rooms and equipment, ensuring that data is stored safely, and backed up in accordance with the backup strategy in operation.
- Responsible for keeping the school equipment inventory up to date ensuring that equipment is asset tagged and clearly recorded in the asset database, including equipment that has been moved or disposed of.
- Responsible for the safe dismantling and disposal of computer equipment, ensuring compliance with Hazardous Waste Regulations.
- To be compliant with health and safety rules and regulations, reporting accidents or hazards immediately.

### **Secondary Duties**

1. Uphold the professional standards expected of every member of Trust staff in all dealings with colleagues, students, parents / carers and the wider community and adhere to the principles expressed in the aims of the Trust.
2. Work collaboratively across departments with colleagues and students to ensure the Academy and Trust operates as effectively as possible to achieve its aims. Develop collaborative working relationships with other managers and colleagues in the Trust.
3. To participate in programmes of training as a trainee and when required as a trainer facilitator. Actively contribute to the continued development of the Trust by attending training, participating in relevant meetings, and putting forward ideas for improvement. To demonstrate a commitment to self-review and professional development.
4. Be aware of and comply with policies and procedures relating to child protection, health and safety and security, confidentiality and data protection, reporting all concerns as appropriate.
5. Maintain designated databases/files in accordance with Trust policies for data governance, as appropriate for the role.
6. To support and participate in team working across the Trust, including working within other areas/ schools as required in the light of operational needs of the Trust and to facilitate the career



development of the post holder. Prepare and contribute to Trust wide development by sharing best practice and professional feedback.

7. To undertake duties as part of the team rota - To act as a team member and undertake general office duties as and when required to support the overall service delivery to the academies, students and families. Be a positive, collaborative team member.

8. To undertake such other duties and responsibilities of an equivalent nature commensurate with the level of responsibility that may be allocated periodically, as may be determined from time to time by the CEO (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

9. The postholder's duties must at all times be carried out in compliance with the Trust's Equal Opportunities Policy and other policies designed to protect employees or service users from harassment.

a) Take reasonable care of the health and safety of self, other persons and resources whilst at work.

b) Cooperate with management of the trust as far as is necessary to enable the responsibilities placed upon the trust under the Health and Safety at Work Act to be performed, e.g. operate safe working practices including both mental and physical wellbeing.

c) It is the duty of the postholder not to act in a prejudicial or discriminatory manner towards employees. The postholder should also counteract such practice or behaviour by challenging or reporting it.

10. To attend and participate in meetings as required.

11. Play a full part in the life of the Academy community, supporting our ethos and values encouraging staff and students to follow this example.

12. Support the Academy and the Trust in meeting our legal requirements for worship.

13. Actively promote the Academy and Watergrove Trust corporate policies.

Job Description Prepared by: \_\_\_\_\_ Date: \_\_\_\_\_

Postholder Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once each year as part of the performance management cycle and may be subject to modification or amendment at any time after consultation with the post holder.*

**Watergrove Trust  
Person Specification**



<b>Organisation :</b>	<b>Watergrove Trust</b>	<b>Post:</b>	IT Technician
<b>Section :</b>	Associate Staff	<b>Grade:</b>	4

**Note to Applicants:**

**Essential Criteria (E)** are the qualifications, experience, skills or knowledge that you MUST SHOW YOU HAVE to be considered for the job.

There are a range of methods by which this information can be obtained. The 'How Identified' column illustrates how the Trust will obtain the necessary information about you.

For example: Where **(AF)** is indicated next to an *Essential Criteria* you MUST include details relating to this aspect in your **Application Form**. You must include examples from either paid or voluntary work. Do not leave gaps in employment.

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<b>Criteria</b>	<b>Essential (E) or Desirable (D)</b>	<b>How Identified: AF Application Form I Interview A Assessment</b>
<b>Qualifications</b>		
Good standards for literacy and numeracy GCSE Grade C in Maths and English or equivalent (Level 2)	<b>E</b>	<b>AF, certificates</b>
Relevant IT qualification (e.g.CompTia A+ / NVQ) or higher	<b>D</b>	<b>AF, I, check certificates</b>
Current IT vendor certification Or ability to demonstrate equivalent experience	<b>D</b>	<b>AF, I, check certificates</b>
Willingness to complete appropriate training and professional development	<b>E</b>	<b>AF, I</b>
<b>Skills and Experience</b>		
Good communications and interpersonal skills	<b>E</b>	<b>AF, I</b>
Logical thinker and ability to act on own initiative	<b>E</b>	<b>AF, I</b>
Experience of working within a busy customer focused, service driven IT support department preferably (but not essential) within a school environment	<b>D</b>	<b>AF, I</b>
Experience of: Microsoft Operating systems, Chrome OS, Google Workspace, desktop packages and network devices	<b>E</b>	<b>AF, I</b>
Server and desktop administration skills, able to identify and resolve server and desktop operating system faults	<b>D</b>	<b>AF, I</b>
Experience of installation of hardware, software and peripherals	<b>D</b>	<b>AF, I</b>
Experience working with cloud products such as Office 365 & Google Workspace	<b>D</b>	<b>AF, I</b>
<b>Knowledge and Ability</b>		



Understanding of the importance of safeguarding/child protection when working in a school setting	E	AF, I
Able to diagnose faults and find solutions to the problem, understanding the importance of adopting a logical approach to fault finding, working within codes of good practice	E	AF, I
Ability to prioritise own workload, work as part of a team and work to deadlines	E	AF, I
Knowledge of working with current IT technologies including hardware and software	E	AF, I
Knowledge of routine PC maintenance procedures and fault diagnostics and remedy	E	AF, I
Ability to relate well to both Staff and Students with a range of IT abilities	E	AF, I
Flexible and open minded approach to completion of work	E	AF, I
Detailed knowledge of and interest in a wide range of IT technologies with a particular focus on IT in education	E	AF, I
<b>Special Working Conditions</b>		
From time to time you may be expected to work outside normal working hours to participate in duties that are otherwise not indicated in your job description. (Example): Supporting Open Evenings and other out of hours school events as and when required or to perform routine system upgrades and general maintenance.	E	AF, I
The role may require some manual handling of bulky and moderately heavy items	E	AF, I
A full driving licence and access to a vehicle throughout the working day is required	E	AF, I
This post is based across the trust and there may be a requirement for you to work at, or travel between any of our partnership schools as required	E	AF, I

