

**IT Technician**

**Job Description**

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| **Post:** | IT Technician – Permanent Post |
| **Hours:** | 37 hours / week - 52 weeks |
| **Responsible to:** | Head of IT / JMAT |
| **School(s):** | To be agreed with the Head of IT – primarily a school-based role  Travel will be required between schools. |
| **Scale:** | G Band (19-23) |
| **Liaising with:** | Head of IT / Headteacher / School Business Manager |
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| The IT Technician must uphold the standards of personal and professional conduct at all times, ensuring honesty and integrity prevails in every situation. The IT Technician must maintain appropriate professional boundaries and respect the unique position of trust at all times. | |
| **Main Purpose of the Job:** | **All staff are expected to maintain high standards of ethics and behaviour, within and outside of the Trust.** |
| The role of the IT Technician is crucial to the smooth operation and ongoing development of the Trusts IT provision across all of its schools. The postholder will be responsible for ensuring that the Trust’s IT systems and infrastructure are maintained to a high standard, providing a safe and effective digital environment for staff and children.  Key responsibilities include managing and maintaining IT equipment, troubleshooting technical issues, and ensuring network security and data protection in line with relevant regulations. The IT Technician will also play a key role in supporting staff with technical queries, assisting with the implementation of new technologies, and ensuring that all IT systems function efficiently to support teaching and learning. Travel to all of the schools will be required where needed. The role requires a high level of customer service.  Additionally, the role will involve liaising with external contractors for IT services when required and undertaking routine maintenance tasks in line with the Trust IT support and development plan. |

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| **Responsibilities:** | |
| **Technical IT Support:** | * Troubleshoot and resolve IT issues raised through the Service desk, escalating to the IT manager where necessary. * Provide support and advice on the use of IT to Staff across the Trust. * Ensure Security of IT systems is maintained at all times. * Install new software and hardware. * Secure, security tag and ensure the safe set up of new equipment. * Set up equipment such as laptops, desktops, tablets, interactive displays, sound systems and other specialist IT equipment, ensuring that systems are ready for use and operating correctly. * Delivery of hardware and resources to Trust schools as required. * Ensure a high level of Customer Care |
| **Configuration and Installation:** | * Assist in creating a structured approach to rolling out new hardware or software, including procurement and testing. |
| **Server and Network Support:** | * Assist in basic diagnostic routines. * Assist in checks to ensure that IT systems are functioning. * Ensure documentation is maintained and up to date. |
| **Maintenance:** | * Assist in developing a maintenance schedule for all computer hardware, software and networks. * Contribute to updates of school intranet. * Support the implementation of MIS solutions as required. * Detect, diagnose and resolve most PC, printer and peripheral device faults. * Maintain Office 365 accounts and implement where appropriate. * Monitor school policy on staff and pupil access to data and files is observed. * Assist in planning and implementing changes to elements of the IT service as required. * Ensure the safe disposal of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements. |
| **Administration:** | * Maintain an up‐to‐date inventory of IT software and licenses in school. * Maintain an up‐to‐date inventory of student and staff AUAs in school. * Receive and check deliveries and associated invoices, notify the appropriate person of discrepancies. |

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| **Accountabilities** | |
| **General Duties:** | * Undertake any necessary training. * Attend staff meetings where relevant. |
| **Health and Safety:** | * To have due regard for health and safety in the workplace. * To be familiar with, and adhere to, relevant parts of the Trust’s Health and Safety Policy. * Co-operate with health and safety requirements. * Report all known defects. * Do not undertake unsafe acts * Raise health and safety and environmental issues with the Headteacher and Head of IT. |
| **Organisational Effectiveness:** | * Any task which is appropriate to the post level in order to maintain/enhance organisational effectiveness which may include cover for absent colleagues and/or relocation. |
| **Safeguarding:** | * James Montgomery Academy Trust is committed to safeguarding and promoting the health, safety and welfare of children. Staff and volunteers are expected to share this commitment for whom they are responsible or with whom they come into contact in the course of their duties. All successful candidates will be subject to DBS checks along with other relevant employment checks. |
| **Standards and Quality Assurance:** | * Support the aims and ethos of the Trust. * Promote and model good relationships with school staff and colleagues. * Set a good example in terms of dress, punctuality and professionalism. |

To carry out other duties of a similar nature from time to time as may be required by the Headteacher / Head of IT.

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**Person Specification**

James Montgomery Academy Trust is dedicated to appointing the best possible candidates.

The successful candidate for this position will be accountable for achieving the highest possible standards in work and conduct. Act with honesty and integrity and keep their knowledge and skills up-to-date.

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| **QUALIFICATIONS AND EXPERIENCE** | | | |
|  | Essential | Desirable | Source  A- application  I - interview  R - references |
| Minimum GCSE grade C or equivalent in English and Maths | ✓ |  | A, I |
| Previous experience in an IT Support Role | ✓ |  | A, I, R |
| Experience of the educational environment. |  | ✓ | A, I, R |
| A full UK Driving Licence | ✓ |  | A |

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| **ABILITY, KNOWLEDGE AND SKILLS** | | | |
|  | Essential | Desirable | Source  A- application  I - interview  R - references |
| Familiarity with varying forms of IT equipment / software and hardware. | ✓ |  | A, I, R |
| Know the different components of a computer.  Software installation and operating system configuration. |  | ✓ | A, I, R |
| To be capable of prioritising your workload. | ✓ |  | A, I, R |
| To be flexible and to have the ability to work in a high-pressure environment. | ✓ |  | A, I, R |
| To meet deadlines. | ✓ |  | A, I, R |
| To be able to self-learn and independently problem solve. | ✓ |  | A, I, R |
| Basic understanding of Computer Networks | ✓ |  | A, I, R |
| High level skills in MS Office applications. |  | ✓ | A, I |
| Understanding of GDPR and its implications |  | ✓ | A |

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| **PERSONAL ATTRIBUTES** | | | |
|  | Essential | Desirable | Source  A- application  I - interview  R - references |
| To remain calm and cheerful under pressure. | ✓ |  | A, I, R |
| To have a friendly approach. | ✓ |  | A, I, R |
| Good communication and organisational skills | ✓ |  | A, I, R |
| Ability to prioritise workload and meet deadline in a fast-paced environment. | ✓ |  | A, I, R |
| Pro-active and adaptable. | ✓ |  | A, I, R |
| Excellent attention to detail. | ✓ |  | A, I, R |

**Additional Essential Criteria**

* Proven ability to demonstrate commitment to the promotion of safe working practices and the provision of a safe learning environment.
* Fully supportive references.
* Full enhanced DBS clearance.
* **You must hold a full UK driving licence and have access to a car for use in carrying out the duties of the role.**