



## Regional ICT Technician

### JOB DESCRIPTION

#### **Role Purpose:**

The purpose of this role is to assist in delivering reliable and efficient ICT systems and provided comprehensive ICT support for Academy staff and students.

#### **Key Accountabilities:**

Reporting to the Regional ICT Lead, the post holder will be accountable for

- Operating the ICT Helpdesk effectively and responding to/resolving calls within agreed timescales
- Providing support for ICT queries with escalation to third party suppliers when necessary
- Assist with the maintenance of ICT hardware and equipment to the required levels including repair where appropriate.
- Maintain the detailed inventory and asset register for all hardware, software, cabling, consumables and system diagrams
- Assist with the day to day running of the network
- Support in-house ICT training when required
- Responsible for the Health and Safety, security and welfare of self and colleagues in accordance with E-ACT's policies and procedures, reporting all concerns to an appropriate person.
- Responsible for working in accordance with E-ACT's policy relating to the promotion of Equality, Diversity and Inclusivity

Undertake any other duties appropriate to the grade of the post as requested by your Line Manager

E-ACT is committed to safeguarding and promoting the welfare of its students and expects all employees and volunteers to share in this commitment.

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| This document was approved as follows |                |
| People Development Director           | Date: 01/04/20 |
| Version                               | 1.0            |



## PERSON SPECIFICATION

Whether you're a 3 year old in nursery learning to explore the world around you, an 18 year old preparing to go to university, a new teacher understanding the demands of the job, a Head Teacher leading the learning in your academy, a member of the regional team ensuring efficient and effective operations or a trustee scrutinising and challenging the CEO, we want every single person within E-ACT to be driven by three core values:

- We want everyone to **think big** for yourselves and for the world around you;
- We want everyone to **do the right thing** in everything you do, even when this means doing something that's hard, not popular or takes a lot of time;
- We want everyone to show strong **team spirit**, always supporting and driving your team forward

We really believe that if we all do the right thing, support our teams and we all think big, believe big, act big, then the results will be big too!

**This means that if you want to be part of E-ACT, you need to be able to embrace and embody these values in all that you do.**

## OUR VALUES

|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Thinking Big | <ul style="list-style-type: none"><li>• Show energy, enthusiasm and passion for what you do</li><li>• Demand the highest quality in all that you do, and in the work of your team</li><li>• Willing to champion new ideas and think beyond the status quo</li><li>• Show an ability to think creatively and 'outside of the box' in your area of expertise, continually seeking improvements in what you do to make the organisation better</li><li>• Be open to new ideas and change where it will have a positive impact on the organisation</li><li>• Show a willingness to embrace different ideas and ways of thinking to improve E-ACT</li><li>• Ability to 'look outside' - to continually learn about innovations in your field, new ways of doing things, and bring that learning into your work</li><li>• Commitment to self-development, and developing your wider Team</li><li>• Ability to self-reflect on yourself, your performance, and to think about how this could be improved further</li></ul> |
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|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       | <ul style="list-style-type: none"> <li>• Ability to encourage ideas from others in order to improve the organisation and build your team's confidence</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Doing the Right Thing | <ul style="list-style-type: none"> <li>• Have integrity and honesty in all that you do</li> <li>• Make decisions that are based on doing the right thing, even when this means that they're unpopular or will lead to more work</li> <li>• Take responsibility and ownership for your area of work</li> <li>• Have difficult conversations or deliver difficult messages if that's what's required to do the right thing by our pupils</li> <li>• Be transparent and open</li> <li>• Be resilient and trustworthy</li> <li>• Stand firm and stay true to our mission</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Showing Team Spirit   | <ul style="list-style-type: none"> <li>• Understand how you can have a greater impact as a team than you can as an individual</li> <li>• Understand how you are part of your immediate team but also a much wider organisational team, in working towards our mission</li> <li>• Recognise that everyone is important within E-ACT, and show an ability to build strong working relationships at every level</li> <li>• Recognise and celebrate the success and achievements, no matter how small, of your colleagues</li> <li>• Be generous with sharing your knowledge to help to develop others</li> <li>• Understand and be willing to receive suggestions and input on your area of work from others</li> <li>• Support your colleagues, even when this means staying a little later, or re-prioritising some of your work</li> <li>• Be aware of other peoples' needs and show an ability to offer genuine support</li> <li>• Show an awareness and respect for peoples' differences, and recognise how different characteristics and personal strengths build dynamic and great teams</li> </ul> |

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## KNOWLEDGE, EXPERIENCE & SKILLS

**Requirement**      **Assessed at**  
**E** - Essential      **A** - Application Stage  
**D** - Desirable      **I** - Interview Stage  
**P** - During the probationary period

|                           |                                                                                                           | <b>E</b> | <b>D</b> | <b>A</b> | <b>I</b> | <b>P</b> |
|---------------------------|-----------------------------------------------------------------------------------------------------------|----------|----------|----------|----------|----------|
| <b>Organisational Fit</b> | Thinking Big                                                                                              | X        |          | X        | X        | X        |
|                           | Doing the Right Thing                                                                                     | X        |          | X        | X        | X        |
|                           | Showing Team Spirit                                                                                       | X        |          | X        | X        | X        |
| <b>Knowledge</b>          | Recognised ICT qualification or equivalent demonstrable experience                                        | X        |          | X        | X        |          |
|                           | Relevant degree                                                                                           |          | X        | X        | X        |          |
|                           | Knowledge of software and hardware e.g., Microsoft office, networking software, modems, internet, etc     | X        |          | X        | X        | X        |
|                           | Knowledge of server operating systems and infrastructure                                                  | X        |          | X        | X        | X        |
|                           | Knowledge of MS applications including Exchange, Active Directory, IIS, ISA Proxy Server, Office 365, etc | X        |          | X        | X        | X        |
|                           | Knowledge and understanding of GDPR and other related legislation                                         | X        |          | X        | X        | X        |
|                           | Knowledge of ICT Help Desk systems, call logging and resolution                                           | X        |          | X        | X        | X        |
|                           | Knowledge of fault identification and resolution                                                          | X        |          | X        | X        | X        |
|                           | Knowledge of back up and anti-virus technologies                                                          | X        |          | X        | X        | X        |
| <b>Experience</b>         | Experience of supporting ICT networks and systems including SIMS, internet, intranet and web technologies | X        |          | X        | X        | X        |
|                           | Experience of fault identification and resolution on ICT systems                                          | X        |          | X        | X        | X        |
|                           | Experience of ICT maintenance and repair                                                                  | X        |          | X        | X        | X        |
| <b>Skills</b>             | Ability to design and set up spreadsheets and databases                                                   | X        |          | X        | X        | X        |
|                           | Ability to work effectively within a team environment                                                     | X        |          | X        | X        | X        |

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|--|-------------------------------------------------------------------------------------------------------------|---|--|---|---|---|
|  | Ability to organise and prioritise own workload and work to deadlines especially during periods of pressure | X |  | X | X | X |
|  | Ability to build and maintain effective working relationships with colleagues and pupils                    | X |  | X | X | X |
|  | Ability to develop and extend working practices                                                             | X |  | X | X | X |
|  | Ability to deal with a wide range of stakeholders using multiple forms of communication                     | X |  | X | X | X |

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