Job Description

Post:	ICT Technician
Pay Scale:	Grade 6
Responsible to:	IT Service Desk Lead
Main Location:	Travel between multiple Secondary schools

Key Responsibilities

- To provide IT support in maintaining and developing the school's desktop/tablet/computers/servers/cloud computing environments and related equipment
- To provide technical support to staff and pupils where required
- Provide an excellent IT Service Desk/Operations service to STOCCAT IT users

Purpose of the role

As an ICT Support Engineer you will paly a key role in providing technical assistance and support to Secondary schools and other STOCCAT member schools when required. You will be responsible for resolving complex IT issues and ensuring the smooth operation of the IT infrastructure, as well as supporting colleagues and being involved in IT projects.

ICT Support:
- Own any assigned tickets to resolution
- Work with 3rd party vendors / support team to assist with issue resolution
- Perform systems administration of IT environment
- Install and test new peripherals and device drivers
- Diagnose and resolve PC, printer, peripheral and software faults
- Setup or relocate desktop computers and related equipment
- Manage IT resources required for controlled assessment and examinations

Incident and Request Management:
- Adhere to ticket handling processes
- Ensure assigned tickets meet any SLA's
- Communicate with Secondary school IT users

Collaboration:
- Work with Service Desk Lead on Service Desk and IT Operations activities
- Work with ICT Engineers from other STOCCAT member schools

Project Assistance:
- Provide support for IT projects where required

Technical Verification:
- Carry out technical reviews of change requests.
- Provide technical advice for service requests

Knowledge Sharing:
- Document support procedures and add to the knowledge base were applicable

Service Improvements:
- Identify potential improvements to service
- Document/propose improvements

General Responsibilities:
- Attend and participate in staff meetings, training, and briefings as appropriate
- Be aware of and comply with all School and Trust policies and procedures, particularly those relating to child protection, health, safety and security, financial management, confidentiality, and data protection.
- Committed, passionate, dynamic and supportive
- Innovative and high-performing
- Commitment to the principle of working collaboratively with other schools within the St Teresa of Calcutta Catholic Academy Trust

Professional standards and development

- Take responsibility for and participating in continuing professional development.
- Be a role model to students through appropriate personal presentation and professional conduct.
- Support all the Trust's policies and ethos.
- Establish effective working relationships with professional colleagues both at Trust level and as part of the Trust's learning community and network.
- Responsible for the health, safety and welfare of self and colleagues in accordance. with the Trust's Health and Safety policies and procedures and current legislation.
- Reflect on own professional practice.
- Take responsibility for and participating in continuing professional development.

Continuing professional development and formation

- Undertake any necessary professional development as identified, taking full advantage of any relevant training and development available.
- Maintain a professional portfolio of evidence to support the Performance. Management/Appraisal process – evaluating and improving your own practice.

General Responsibilities

- Attend and participate in staff meetings, training, and briefings as appropriate.
- Be aware of, and comply with all Trust policies and procedures, particularly those relating to child protection, health, safety and security, financial management, confidentiality, and data protection.
- Contribute to the overall ethos, work, and aims of the Trust.
- Commitment to the principle of working collaboratively with other schools within the St Teresa of Calcutta Catholic Academy Trust.

These duties are neither exclusive nor exhaustive, and the postholder will be required to undertake other duties and responsibilities, which the Trust may determine. Please note that the successful applicant will be required to comply with all Trust Policies.

The Trust is committed to the safeguarding and promotion of the welfare of all children and young people in our care. Applicants must be willing to undergo an enhanced Disclosure and Barring Service check and overseas police checks (where applicable). Please see STOC's Safeguarding and Recruitment Policies for further details. All staff have a key role and responsibility in this area and will be subject to an Enhanced Disclosure check. An online search will be performed on all shortlisted applicants in accordance with the Trust's safeguarding procedures and Keeping Children Safe in Education statutory guidance.

It is the practice of this Trust to periodically examine employees' job descriptions and to update them to ensure that they relate to jobs as they are being performed, or to incorporate whatever changes are being proposed. It is the Trust's aim to reach agreement on any alterations.

The Trust is committed to welcoming individuals regardless of age, disability, ethnicity, faith, gender identity, sexual orientation, marital status or socio-economic background or whether you are pregnant or on maternity, adoption, parental or other family leave. We welcome applicants from all communities and from people that identify with those characteristics.

Person Specification		
Key E Essential, **R** References, **I** Interview, **C** Certificate, **D** Desirable, **A** Application		
	Essential / desirable	**Evidence**
Qualifications		
GCSE English and Mathematics at Grade A*-C or equivalent standard of education	Essential	A/I/C
Relevant certifications (e.g. CompTIA, A+, Network+, Microsoft Certified Professional	Desirable	A/I/C

Knowledge & Experience		
Experience of working in an IT Engineer support role	Essential	A/I
Knowledge of school IT systems/infrastructure	Desirable	A/I
Experience of working with varied IT components e.g. servers, laptops, networking equipment	Essential	A/I
Experience of using an ITSM tool to handle incident/requests	Desirable	A/I/R
Personal characteristics		
Good problem-solving skills	Essential	A/I/R
Strong interpersonal and communication (written and verbal) skills	Essential	A/I/R
Demonstrate personal and professional integrity, including modelling values and vision	Essential	A/I/R
Ability to work under pressure with limited supervision	Essential	A/I/R
Flexible and dedicated approach to work	Essential	A/I/R
Commitment to Safeguarding and protecting the welfare of children and young people	Essential	A/I/R
Commitment to equality and diversity including being sensitive to any matter relating to discrimination and take positive steps to ensure that equality of opportunity is provided to all	Essential	A/I
Commitment to good attendance at work	Essential	A/I/R
Commitment to continuing professional development	Essential	A/I/R