Location: Tupton Hall School, Station New Road, Old Tupton, Chesterfield S42 6LG

Salary: Redhill Academy Trust Pay Scale, Band 8, Scale Points 36 - 40

Hours of work: 37 hours per week, all year round

Responsible to: Central Cluster Network Manager

Post objective: Provide day to day support for Staff, students and external agencies with ICT Support with minimal oversight from the ICT Cluster Network Manager and to ensure the effective running of system at the Academy

Main Duties and Responsibilities:

ICT Support

- Manage own workload through the allocation of calls via the helpdesk.
- Manage the day-to-day workload of onsite ICT Team.
- Responsible for day-to-day IT Support for the local academy.
- To monitor and repair equipment on a day-to-day basis to ensure all computer hardware functions safely and effectively to meet the needs of the academy.
- To ensure support calls with external support companies for both hardware and software issues are logged and resolving issues with external support engineers.
- To ensure technical assistance is provided at extra-curricular events.
- Manage printing resources across the Academy.
- Maintain user accounts including creation of new user accounts where appropriate.
- Assign staff and pupil passwords.
- Provide support to the Academy in its use of media, from recording classes and events through the editing process.
- Maintain inventories, asset and security mark ICT equipment.
- Support evening events at the Academy.
- Appropriately escalate issues to the ICT Cluster Network Manager regarding security and potential risks to the Academy system

IT Resource Provision

To take responsibility for the successful delivery of hardware-related tasks:

- Administration of the ICT Equipment Loan system.
- Helping staff to set up ICT equipment including laptops and projectors, amplifiers and interactive whiteboards.
- Maintenance tasks, e.g. upgrading and maintaining staff laptops, cleaning equipment, replacing toner and drum cartridges in printers.
- Routine 1st line tasks, e.g. filling printers with paper, monitoring equipment loan system, daily setup of ICT rooms.
- Fault-finding operations, e.g. resolving hardware faults, clearing printer jams, liaise with external support agencies as required, e.g. Capita, HP, Dell, Tasc Software and Cunninghams to resolve faults speedily.
- Installation and setup of new equipment e.g. laptops, desktops, projectors, digital cameras, scanners, printers, video editing equipment.
- Support staff and students in use of ICT resources e.g. laptops, projectors, digital cameras, camcorders and biometric systems.
- Support staff and students with the virtual server environments, windows server 2012 and windows server 2016 and online systems including O365

To take responsibility for the successful delivery of software-related tasks:

- Installation, configuration of new/upgraded software.
- Produce user guides and offer training and ad-hoc instruction to staff users.
- On-going software monitoring and maintenance e.g. internal internet filtering software.

General

- Provide training and support to the apprentices, shadowing and directed learning to support with their apprenticeship.
- Attendance at staff meetings and INSET activities where relevant.
- To uphold and actively support the Trust and Academy's policies and procedures.
- Provide support to other academies in the trust as directed by the ICT Cluster Network Manager.
- Undertake any other duties which might be reasonably be regarded as within the responsibilities of the post, subject to the proviso that any changes of a permanent nature shall be incorporated into the job description in specific terms.

This role involves working in regulated activity with children and an Enhanced DBS clearance is required for this position.

	Essential	Desirable
Qualifications	• C&G Level 3 Diploma in ICT Systems Support, equivalent qualification or 4 Years work experience in ICT Support.	
Experience	• Experience of working in an enterprise IT Support role. • Good understanding of enterprise Windows end user operating systems (windows 10 or 11). • Experience of end point protection products. • 1st and 2nd line support experience. • Exposure to wired and wireless network infrastructure and Vlan.	• Experience working in an education Support role. • 3rd line support experience. • Good understanding of Windows server 2012r2, 2016, 2019 and 2022.
Personal Qualities	• Willing to undertake additional training related to the post. • Excellent communication skills with a wide range of audiences. • Team-working skills. • Reliability and Integrity. • Ability to motivate and challenge others. • Ability to work under pressure. • Ability to relate to students in a pleasant and sympathetic manner and to recognise potential Safeguarding issues.	• Understanding of safeguarding/prevent practices. • Experience managing the workload of others.