

Salary:	NJC Pay Scale Grade E
Responsible to:	SLT
Date of Job Description:	May 2022

Purpose of the Role:

Contribute to the delivery of an effective IT service that supports the use of ICT within schools through maintenance of ICT software, hardware and related equipment, and providing first level support to staff and pupils with IT issues to ensure administration and learning outcomes are maximised.

Main Tasks and Responsibilities

KEY DUTIES

- Contribute to the delivery of an effective IT service that supports the use of ICT within the school and supporting across the trust.
- Provide excellent customer service to staff and pupils to help resolve IT issues, escalating any issues which cannot be resolved at first level to the Trust IT Operations Managers or FCAT Lead in IT and Data.
- Resolve hardware and software technical issues.
- Support teaching staff and pupils in technical aspects of ICT.
- Be responsible for the installation and maintenance of all computer hardware and software.
- Regular communications with pupils, teachers and other staff, normally on commonly occurring ICT issues, explaining how to use software or ICT accounts.
- Maintain network infrastructure.
- Setup, maintain and manage mobile devices including Chromebooks and iPads.
- Maintain and update web content filtering measures.
- Support adherence to ICT policies, including those relating to safeguarding and internet usage and report any concerns.
- Responsible for ensuring data on the network is current and backed up as appropriate and out of date data is archived.
- Maintain a comprehensive database of all support requests and allocate jobs to appropriate staff.
- Move and install equipment.

- Install, repair and replace ICT infrastructure including cabling, switches and switch cabinets.
- Responsible for creating and managing all network accounts, ensuring correct access rights as determined by policies and audit as required.
- Ordering, purchase and storage of ICT equipment in accordance with financial procedures as authorised by the Headteacher, in discussion with the FCAT Data and IT Lead where appropriate.
- Maintain and update significant IT systems.
- Conduct regular ICT Audits of all ICT Equipment using implemented procedures.

GENERAL DUTIES

- To act in accordance with FCAT's policies and procedures.
- To act as a role model and work in accordance with the Trust values.
- To encourage and promote non-discriminatory behaviour and ensure equality and diversity is sustained within FCAT and our academies.
- To ensure compliance with the Data Protection laws and maintain confidentiality in your working practices each day. To ensure compliance with FCAT's Health and Safety Policy at all times.
- To adhere to FCAT's Safeguarding policy and procedures to ensure that the duty of care for all staff, including yourself to protect children and young people is maintained.
- Any other tasks and responsibilities reasonably appropriate to this post and grade.
- To attend mandatory training and participate in performance development as required.
- To work in support of the Team FCAT Work and Wellbeing Charter.

INDICATIVE KNOWLEDGE, SKILLS, ABILITIES AND EXPERIENCE

- Knowledge and experience of Microsoft Server including Active Directory, Group Policy, DNS and DHCP
- Knowledge and experience in a range of IT systems and software packages.
- Knowledge / skills to current National Qualifications in IT Level 3 and / or vendor qualifications for the specific hardware / software used or equivalent experience.
- Experience in all aspects of IT technical support, technical troubleshooting, repair and resolution.
- Working knowledge of Google Workspace and/or Office 365.
- Deliver excellent customer service and professionalism.
- Excellent written and verbal communication and interpersonal skills.
- Excellent ability to work accurately and with attention to detail.
- The ability to analyse and use judgement, problem solving skills and initiative to provide information and support and to recognise where issues may need to be referred onwards to be addressed by senior colleagues.
- Excellent ability to organise and prioritise a busy workload and work flexibly; responding to change on a daily basis.

- The ability to work with confidence and consistency to maintain trust and assurance in the excellence of the IT service.
- The ability to achieve strong and positive working relationships, to achieve a successful outcome.

INDIVIDUALS IN THIS ROLE MAY ALSO

- Supervise IT support staff.
- May demonstrate own duties to new or less experienced staff.
- Provide IT support to other academies within the Trust remotely and onsite.

OTHER

- Able to travel between the different academies within the Multi Academy Trust by own vehicle.
Experience in all aspects of ICT technical support.