

JOB DESCRIPTION

Job Title	STEP ICT Technician
Grade	Grade 5, Scale Points 13 to 15
Responsible to	ICT Manager/Senior ICT Manager

Job Purpose:

- Help raise attainment in ICT across STEP Academy Trust by ensuring resources are well maintained;
- Ensure all stakeholders including staff, pupils and parents are supported in using ICT to aid teaching and learning;
- Provide high performing and effective first line support for our Academies aligned with the STEP ICT Strategy.

Key external contacts:

- LGfL, AdEPT (Atomwide), Capita: dealing with their helpdesks as and when required;
- Suppliers of goods and services: follow up on deliveries;
- Other LA’s: Build relationships;
- Government Departments: Fact finding.

Key internal contacts:

- Colleagues : Admin staff, ICT Managers, Technicians and Apprentices;
- Head of ICT: attend and contribute at ICT meetings;
- Head Teachers: advising on technical developments and service availability.

Key areas for decision making:

- Identify most efficient solution if more than one option is available;
- Make decisions regarding client ICT systems following own research and by utilising the Trust’s knowledge, ask for support from senior colleagues if unable to find the best choice;
- Ensure that requests for first line support are properly logged on the STEP ICT helpdesk; assigned and responded to in a timely manner and detailed in agreed response times. All calls on the helpdesk are prioritised based on the impact on teaching and learning and business critical tasks.

Technical Support:

- Be responsible for system wide technical support to workstations, printers and our network installation;
- Resolve basic problems associated with operating systems, networks, software, hardware, printers etc in and around the Trust;
- Ensure that a supply of consumable items such as printer toners are maintained and reordered as required;
- Maintain the back-up schedule of our network servers;
- Ensure virus protection is kept up to date;
- Maintain the hardware database with new and updated equipment following Trust policies for audit requirements;
- Install new software and document its use;
- Maintain the Trust’s domain(s);
- Undergo any training linked to the development of ICT and disseminate the training to others.

Pupil Support:

- Ensure that as far as possible, pupils are not exposed to inappropriate materials on the internet;
- Work with staff, parents and pupils to promote safe use of ICT equipment and sites at school and at home;
- Work to establish a supportive relationship with children and parents;
- Encourage acceptance and inclusion of all children with special needs;
- Ensure pupils know how to report any cyber bullying or activity which causes concern.

Academy Support:

- Be aware of and follow all Trust policies and procedures, in particular policies related to the use of ICT equipment;
- Undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post;
- Work with ICT Managers to prepare an action plan linked to required investment to ensure that ICT equipment meets the needs of the curriculum;
- Obtain quotes, which represent best value, for new ICT equipment/repairs etc;
- Run workshops, training events, family learning and clubs to promote the use of ICT.

Safeguarding commitment

STEP Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An enhanced DBS check is required for this post.

Personal Development

Maintain a commitment to your own professional development. Be aware of changing employment legislation, new developments and innovations through the use of publications, internet and other resources. Stay informed about relevant changes and emerging themes within the sector.

Commitment to Equality and anti-racism

STEP Academy Trust has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and to promote its policies in their own work, to undertake any appropriate training and to challenge racism, prejudice and discrimination.

Commitment to Diversity

Take individual and collective professional responsibility for championing the Trust's anti-racism agenda and proactively implementing initiatives which secure equality of access and outcomes. Also to commit to continually developing personal understanding of diversity.

Green Statement

Seek opportunities for contributing to sustainable development of the Trust, in accordance with the Trust's Green Commitment. In particular, demonstrate good environmental practice such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction.

Data Protection

To be aware of the Trust's responsibilities under the Data Protection Act 2018 and GDPR and ensure compliance.

Confidentiality

You are expected to treat all information acquired through your employment, both formally and informally, in strict confidence.

Health & Safety

Every employee is responsible for their own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

The post holder may be required to perform other than these duties given in the job description. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility. The job description is not a comprehensive statement of duties but sets out the main expectations of the Trust.

PERSON SPECIFICATION

Job Title: STEP ICT Technician

Category	Essential	Desirable	Assessed by: Application Form	Assessed by: Interview	Assessed by: Task
Qualifications & Experience					
ICT support within the education sector	√		√		
ICT service delivery, support, ICT helpdesk, system user admin, user training and documentation	√		√		
Strong ICT technical background, with experience of server and network infrastructure	√		√		
Experience of working with Microsoft 365 and Azure	√		√		
Knowledge & Understanding					
Customer service support techniques for ensuring that full account is taken of users' needs	√			√	
Trends and developments in the ICT industry and how these could value the user	√				
Service delivery, support and training, including service desk, database administration, documentation, etc.	√			√	
Service Level Agreements and performance tracking to meet quality and user expectations	√		√		
Asset, hardware and software management and maintenance	√		√		√
Data protection, freedom of information, data security and service specific standards (eg safeguarding children) regulations	√		√	√	
Evidence of ongoing and relevant professional development	√		√		
Skills & Abilities					
Deliver a range of first line support and onsite activities of varying complexity	√		√		
Deliver system and user administration functions, including service desk, user profiles, security and auditing	√		√		
Demonstrate resilience when facing contradicting priorities or demanding workloads	√			√	√
Assist with improving a range of support activities including acceptance testing, user training and guides	√		√		

Provide clear advice on support issues without using jargon	√		√		
Ability to influence and constructively challenge	√			√	
Process and analyse data quickly and effectively	√			√	
Work effectively as a team player	√			√	
Have a determination to deliver a high quality of service	√		√		
Have a consistently positive attitude to change	√			√	
Good organisational skills	√		√		
Willingness and ability to travel between our Academies based in London	√		√	√	
Commitment to improving personal performance	√		√	√	
Driving licence / access to a vehicle to enable efficient travel between academies would be an advantage		√		√	