

# Job Description

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**Job Title:** Technician (ICT)

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**Location:** Sir Isaac Newton Sixth Form

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<b>Job title</b>	<b>Technician (ICT)</b>
<b>Salary Scale</b>	<b>Support Scale D</b>
<b>Hours of Work</b>	<b>37 hours per week</b>
<b>Weeks Worked</b>	<b>52</b>
<b>Responsible to</b>	<b>Principal and Service Delivery Manager</b>
<b>Location</b>	<b>Sir Isaac Newton Sixth Form</b>

### Main purpose of the role

- The ICT Technician will be the first point of contact for IT Support of incidents, standard requests and initial problem management within the school and should be able to manage expectations when faced with unidentified faults. The Technician should take pride in responding quickly and effectively to all support requirements and take an open approach to help everyone get the best out of the school's IT Systems. As a technician in a multi-academy trust, liaison with staff in similar roles across the Trust is to be expected.

### Principal accountabilities and responsibilities

<b>Overall</b>	<ul style="list-style-type: none"> <li>• Perform duties in accordance with processes and policies as defined by the School Principal and Central IT Team,</li> <li>• Represent and support the wider IT team by: <ul style="list-style-type: none"> <li>o providing a professional, customer-focused support service with a focus on continual service improvement</li> <li>o acting as an advocate for the end user, with a focus on teaching and learning</li> <li>o ensuring school asset registers are maintained, and the asset lifecycle procedure is followed</li> </ul> </li> <li>• Provide support to teaching, administrative staff, and students by: <ul style="list-style-type: none"> <li>o providing classroom support to teachers with software and hardware that supports learning</li> <li>o providing initial support on all office &amp; classroom based hardware: i.e. desktop equipment, printing/scanning, network connectivity</li> <li>o escalating Incidents/Requests to the Central Team that cannot be resolved, or are supported centrally using our ITSM Platform</li> <li>o liaising with third-party providers for managed equipment, i.e. printers, physical hardware warranty repairs</li> <li>o ensuring maximum availability of all IT-provided equipment</li> <li>o making the best use of all provided resources to support teaching and learning</li> </ul> </li> <li>• Perform operational IT tasks, including: - <ul style="list-style-type: none"> <li>o image and deployment of desktop equipment</li> <li>o install and support fixed and mobile telephony</li> <li>o completing minor repairs to physical equipment and networking where the fault is obvious</li> </ul> </li> <li>• Assess physical security requirements to protect against loss of equipment and data</li> </ul>
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	<ul style="list-style-type: none"> <li>• Work proactively to ensure that equipment is protected from damage or misuse and be vigilant in spotting unsafe or dangerous equipment and taking appropriate action</li> <li>• Employ safe working practices and comply with the relevant Health and Safety regulations.</li> <li>• Provide support with any other duties as directed by the Central IT Team or Principal.</li> </ul>
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### **Working Time**

The job description allocates responsibilities and duties but does not allocate the particular amount of time to be spent carrying them out and no part of it can be so constructed. In allocating time to the performance of responsibilities and duties the post holder must be directed in accordance with trust's policies and procedures.

### **Employee commitments**

All employees will commit to the following key areas:

- [The vision, values and key principles of the Trust](#)
- [Equality, Diversity and Inclusion](#)
- In any way possible, in accordance with the role, support students to achieve their potential
- In any way possible, in accordance with the role, improve standards of education
- [Support the inclusion agenda](#)

### **Performance Management**

Participating in the Trust's arrangements for performance management, professional development and the Trust's arrangements for quality assurance and internal verification.

### **Context**

All staff are part of the whole Trust team. Each individual is required to support the values and ethos of the Trust and Trust priorities as defined in the Trust Improvement Plan. This will mean focusing on the needs of colleagues, parents and students and being flexible in a demanding environment.

### **Miscellaneous**

To undertake any further tasks which could be reasonably expected by the Trust. The Data Protection Act 2018 renders an individual liable for prosecution in the event of an unauthorised disclosure of information. The post is one that carries responsibility for the wellbeing and welfare of children and the post holder should be aware of this and the need to act accordingly. The Trust will endeavour to make any necessary reasonable adjustments to the job and the work environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

It is a requirement of the post holder to make positive efforts to maintain their personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice. The post holder is also required to be aware of and comply with policies on health and safety.

This is an Equal Opportunities post and is in accordance with the Trust's Equality and Diversity Policy. This job description can be altered, with the agreement of the post holder and will be reviewed on an annual basis. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the Trust in relation to the post holder's professional responsibilities and duties.

**The Inspiration Trust is committed to protecting the welfare of children and young people. Due to the nature of this role, it will be necessary for the appropriate level of DBS (Disclosure and Barring Service) to be undertaken. It is essential you to disclose whether you have any pending charges, convictions, bind-overs or cautions and if so, for which offences. This post will be exempt from the provisions of Section 4, (2), of the Rehabilitation of Offenders 1974 (exemptions) (Amendments) Order 1986. Therefore, you are not entitled to withhold information about convictions which for other purposes are “spend” under the provisions of the Act.**

Person Specification	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>GCSEs/A Level/Degree</li> </ul>	<ul style="list-style-type: none"> <li>Industry Standard IT certification, including               <ul style="list-style-type: none"> <li>o CompTIA (A+, ITF+)</li> <li>o Cisco Certified Technician (CCT)</li> <li>o M365 Fundamentals</li> <li>o Microsoft Technology Associate (MTA)</li> </ul> </li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience working within an ITIL Aligned Service Desk or support environment utilising a ticketing tool</li> </ul>	<ul style="list-style-type: none"> <li>Experience working within schools and an understanding of school operations</li> </ul>
<b>Skills, Knowledge</b>	<ul style="list-style-type: none"> <li>Basic functional knowledge of Windows 10</li> <li>Basic functional knowledge of Microsoft Office products (desktop and cloud based)</li> <li>Ability to install and manage computer hardware and peripherals in an education focused environment</li> <li>Basic fault finding skills</li> <li>Ability to problem solve within a technical environment</li> </ul>	<ul style="list-style-type: none"> <li>Basic knowledge of Active Directory (User accounts/Groups etc)</li> <li>Basic knowledge of Networking (TCP/IP)</li> <li>Basic knowledge of Windows based domain administration</li> </ul>

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**Signature .....**

**Date .....**

**Name .....**