

Job Description

Technology Support Officer

Reporting to:	Deputy Trust IT Manager
Liaising with:	Trust IT Manager, Head Teacher, other school and central team colleagues, contractors and suppliers;
Grade/Salary:	Band 5 (SCP 19 – 24)
Hours of work:	37 hours per week, all year round (additional hours may be required to meet the requirements of the role)

Core Purpose

- The Technology Support Officer will have a high level of knowledge and expertise in relation to day-to-day IT support in our schools.
- The Technology Support Officer will report directly to the Deputy Trust IT Manager and will play a key role in supporting the Trust IT Manager in providing an efficient and effective IT service for our school staff, pupils and other stakeholders.
- The Technology Support Officer will be required to provide MIS support, while working independently and handling multiple sites.

Main Duties & Responsibilities

- To support the Trust IT Manager to meet the academic, pastoral and other needs of students by improving the quality of teaching and learning, thereby helping all students to achieve their full potential by ensuring the availability of fully operational IT networks throughout the trust.
- To proactively maintain, update and support various IT infrastructure and software systems within the trust across a variety of teaching and learning environments. Providing hardware and software support for desktop computers and laptops, wired and wireless networks, printers, phone systems, CCTV etc.
- To plan and discuss with the Deputy Trust IT Manager matters affecting the network and taking appropriate preventive/corrective action where appropriate.
- To communicate as necessary with relevant school personnel and with outside agencies to ensure a flawless service.
- To work independently at several schools in our Trust installing, maintaining and upgrading software to enable all students and staff to make full use of all available IT equipment and systems.
- To independently advise staff on the use of software to enable them to improve the quality of teaching and learning for students.

- To assist staff and students to resolve problems with the use of hardware and software, to ensure that students can maximise the use of available IT equipment and systems thereby maximising their understanding of the range of learning opportunities and the quality of work.
- To carry out repairs to hardware not covered by 'warranties' and within own ability, to arrange other maintenance, to ensure maximum availability and cost-effectiveness of all IT equipment in the school.
- To ensure the efficient management of IT security/backup systems throughout the school, by following agreed procedures to comply with Data Protection regulations, GDPR and minimise potential data loss.
- Ensure software is correctly licensed to ensure that the school complies with legislative and other requirements.
- To control stock and order IT equipment, getting approval for purchases where necessary, to ensure value for money and minimum disruption to usage of IT equipment by students and staff.
- Provide IT and technical support, including lighting, sound, audio and visual for school and external events.
- To provide first-line support for the trust's MIS system.

The St Thomas Aquinas Catholic Multi-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. This post is subject to satisfactory references, which will be requested, prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical check, evidence of qualifications plus verification of the right to work in the UK.

The Trust will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition. Whilst every effort has been made to outline the key duties and responsibilities of the role, it is not an exhaustive list. The duties and responsibilities of the role may vary from time to time, commensurate with and without changing the general character of the duties or the level of responsibility entailed, and would not in itself justify a reconsideration of the grading of the post.

Person Specification

Technology Support Officer

A. Qualifications & Experience	Essential	Desirable
BTEC National NVQ3 or equivalent	A & I	
ICT Industry standard qualification	A & I	
MIS Industry standard certification		A & I
Evidence of commitment to continuing professional and personal development	A & I	
BTEC National NVQ3 or equivalent	A & I	
Previous First Line support, service desk experience	A & I	
Outstanding customer care skills	A & I	
IT Skills including knowledge of Microsoft Office/ Microsoft Windows 10/11	A & I	
Network management in educational setting		A & I
Knowledge of Microsoft Server platforms		A & I
Knowledge of MIS Systems	A & I	
Technical experience of Microsoft Intune	A & I	
Technical experience JAMF		A & I
Experience Microsoft 365 Stack	A & I	
Experience of filtering systems	A & I	
Experience of Adobe admin platform (SSO)		A & I
Experience of onsite back-ups		A & I
Experience of cloud-to-cloud back-ups	A & I	
Cloud PAXTON management		A & I
Experience of Cloud Print management	A & I	
Experience of Cloud Wireless Management	A & I	
Experience of cloud Anti- virus platform	A & I	

B. Professional Knowledge and Skills	Essential	Desirable
Knowledge of child protection and health and safety procedures.	AIR	
Good knowledge of resources, equipment and safety procedures	AIR	
Knowledge VOIP Phone systems	AIR	
Knowledge of firewall platforms	AIR	
Knowledge of Cyber Security	AIR	

C. Personal Attributes	Essential	Desirable
Willingness to support Catholic life in the school	AIR	
Self motivating and resilient	AIR	
Good organizational skills	AIR	
Ability to develop effective partnerships	AIR	
Ability to work independently	AIR	
Able to keep up to date with the latest technological advances	AIR	
Good written and oral communication skills	AIR	
Knows the policies and procedures relating to safeguarding	AIR	
Full UK driving licence required	AIR	
Ability to be respectful and promote equality of opportunity and diversity	AIR	

E. Safeguarding & Equality	Essential	Desirable
Understanding of responsibilities of the Trust and schools in ensuring compliance with all relevant legislation	I	
Must be able to recognise discrimination in its many forms and willing to put the School's equality policies into practice.	I	
Aware of equal opportunities in relation to this role	I	
Enhanced DBS & Online Check (Satisfactory) & suitable references	I	

Application (A) / Information (I) / Reference (R)

May 2023