

Job Title

ICT Technician

Grade

Scale 4, Point 18. FTE £18,870, increasing to £19,554 after 1st April 2019.

Job Purpose

To assist the IT Team Lead during daily activities and support all aspects of the Trust's IT network ensuring a high level of availability, reliability and customer service to students and staff.

Key Relationships

The post holder will be responsible to the IT Team Lead, and will be required to work closely with the students, staff and others.

Main Duties

- To provide software and hardware support for the school systems and staff.
- Installing, trialling and evaluating new products.
- To assist with research of technical products and developments.

Responsibilities:

- To work with the IT Team Lead providing support on the overall maintenance of systems, and user support to the information technology infrastructure including, audio visual, reprographic, and network.
- Escalation of Technical Issues to our external suppliers in the event that the issue cannot be resolved in a timely manner, or if the issue involves a specialised appliance e.g. firewall, filtering.
- To conform with Trust IT policies which include change control and changes required to specialised systems such as Firewall, Web and Application Filtering, and any other systems.
- To assist with daily management of outside suppliers and technical partners.
- Responsibility for checking daily backups and reporting any faults to the IT Team Lead.
- To assist with the maintenance of network switches, patching and cabling across the Trust.
- Support the implementation of installations of software and hardware across the Trust.
- Carry out PC/Server/Printer/Projector/Audio Visual maintenance and repair where necessary.
- Co-ordinate the timely maintenance of network users and mailing accounts – ensuring prompt amendment when notified.
- Updating of Active Directory users, Office 365 Mailboxes and Distribution Groups.
- Help maintain Internet filtering, E-Mail filtering and related monitoring systems.
- Responsible for maintaining an asset register of all IT equipment held by the Trust including details of any asset disposal.
- Provide training and guidance for staff, parents, governors, trustees and students.



- To undertake such training as may be required within the scope of the Trust; safeguarding, health and safety etc.
- To undertake such duties as may be determined from time to time within the scope of the post to support the general operation of the Trust.
- Work will be carried out within policies and procedure.

Resources

- The post holder will be required to work with computer, audio visual and communication equipment and may be required to work within confined spaces for short intervals.
- The post holder will also be required to hold a Full UK Driving license to be able to travel to sites within the Trust
- Major network changes that may impact the Trust or the functioning of the network should be approved by the IT Team Lead and documented under the change management procedure.

Work Environment

Work Demands

- Subject to interruptions and changing priorities. Whilst there are routine tasks and regular deadlines to be met, the nature of the work is such that there will be at times conflicting demands from staff, variations in the pressure of work and inevitable interruptions throughout the day.

Physical Demands

- There may be prolonged periods of working on a computer.
- There may be times where lifting and moving equipment will be required.

Working Conditions

- Work will be carried out in a variety of office and classroom locations within the Trust.
- Ensure health and safety procedures are adhered to.

Other

- Contact with students and staff on non-contentious issues.
- To undertake any other reasonable duty which might from time to time be requested by the IT Team Lead, the Chief Executive Officer or any person delegated by them.



Personal Specification

	Attributes	Essential	Desirable
Work & related experience	Minimum 2 years' experience in a similar role	✓	
	Work within a school environment		✓
Training and Qualifications	Microsoft Certified Professional (MCP) or equivalent other qualification		✓
	Minimum 5 GCSE passes at Grade C or above, including Maths and English	✓	
Knowledge and understanding	Knowledge of MS Windows Server 2008 and later, Windows 10 and Active Directory	✓	
	Knowledge and experience of Apple products		✓
	Good understanding of PC hardware and terminology	✓	
Skills and abilities	Knowledge of network switching, routers, firewalls and associated principles	✓	
	Knowledge and experience of server/desktop virtualisation.		✓
	Ability and willingness to undertake necessary general repairs and maintenance	✓	
Personal qualities	Good interpersonal skills with staff, governors, members of the public, pupils, suppliers, contractors and parents	✓	
	Ability to communicate with people at all levels	✓	
	Able to work on own initiative, self-motivated and flexible	✓	
	Reliable, honest and trustworthy	✓	
	Willingness to undertake training and keep up to date with technology	✓	
	A good sense of humour	✓	