JOB DESCRIPTION

Post: IT Technician

Reporting to: Senior IT Technician

Role Purpose:

The role is to provide technical, hardware and software support to staff and students in relation to the academy IT systems, specifically the admin systems and those systems that facilitate the effective delivery of Teaching & Learning across the academy.

Main Duties and Responsibilities

- Assisting with manning the IT Helpdesk, dealing with helpdesk tickets, and supporting staff and students in person, by telephone and by email.
- Maintaining the safety, security and hygiene of working equipment and environment as appropriate.
- Undertaking or organising repairs to computers and peripherals.
- Installing new equipment, software and upgrades.
- Ensuring classroom equipment is available, working and ready for use.
- Assisting the Senior IT Technician in the performance of their duties.
- Keeping the IT Services Operational Manager up to date on performance, feedback and issues raised or resolved.
- Work across the cluster schools as required
- Assisting the Data manger with manning the Data helpdesk.

Safeguarding

- Undertake regular safeguarding training as required
- To promote the safeguarding of young people

General Responsibilities

- Contribute to the overall ethos / work aims of the academy
- Provide a courteous reception to staff, young people and visitors
- Participate in training and other learning activities as required
- Undertake relevant training as required to support the functions of the post and to enhance personal development
- Undertake any other duties as specified by the Principal and the Senior Leadership Team

Other Duties

The post holder may be required to perform duties other than those given in the job description for the post. 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 entailed. Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post. In cases, however where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.

PERSON SPECIFICATION

Essential Criteria	Desirable Criteria	Evidence
Qualifications: • GCSE English & Maths Grades A*- C (9 - 4)	• Computing / ICT qualification or relevant experience	Application Form Interview References Proof of Qualifications
Experience: • Knowledge of computer hardware including servers, desktop PCs, laptops and mobile devices, administration of Office 365 including OneDrive/SharePoint/Teams/Exchange • Experience of using IT Help Desk software and escalation processes	• Experience of contributing to the operational management of IT system within a maintained school, academy or other organisation • Experience in delivering an IT support service • Previous experience of working in a school • Experience of managing computers and file permissions using Active Directory and Group Policy • Experience of procuring and monitoring of contracts/services to ensure key performance indicators are met • Experience of developing a system of controls to ensure compliance to policies and procedures • Experience of using remote technologies to troubleshoot and resolve issues	Application form Interview References
Skills and ability: • Ability to troubleshoot a multitude of hardware and software problems and to learn/adapt to new technologies • Ability to maintain thorough and accurate records • Excellent general IT skills • Ability to liaise positively with staff and students and be customer focused with a professional and friendly manner • Able to make connection between their work and the benefits to students	• Understanding of IT networks/software/hardware • Understanding of the school IT requirements • Ability to prepare comprehensive reports and data.	Interview Application Form References
Disposition/Attitude: • Good written and verbal communication skills • Ability to prioritise and manage workloads while maintaining a flexible response to urgent requests • Good interpersonal skills and ability to work with staff and stakeholders at all levels • Organised with good attention to detail • Ability and willingness to travel to locations within the Cluster when required		Interview References
Commitment and other requirements: • Satisfactory Enhanced Disclosure with the Disclosure & Barring Service (DBS) • Excellent attendance and time-keeping record		Application form Interview References