

Job Description

Post Title:	Technology Support Officer
Location:	Spencer Academies Trust – working across all academies
Salary/Pay Range:	NJC22 – NJC26
Hours of work:	37 hours per week, all year round (additional hours may be required to meet the requirements of the role)
Reporting to:	Technology Support Manager (Central)

Purpose of Role

- The Technology Support Officer will have a good understanding, knowledge in relation to day-to-day IT support in our schools.
- The Technology Support Officer will report to the Technology Support Manager and will play a key role in supporting the IT Director in providing an efficient and effective IT service for our school staff, pupils and other stakeholders.
- The Technology Support Officer will be required to work independently and handle multiple sites.

Nature and Scope

Working as part of this important team you will be required to carry out the following duties. The nature of the Academy Year requires some of these tasks to be done regularly whilst others will be on an annual cycle.

The post holder will be expected to use all Trust standard computer hardware and software packages where appropriate. Specific responsibilities include:

Main Duties and Responsibilities:

- To support the IT Director 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 Trust Infrastructure 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.

General

- Work in a professional manner and with integrity and maintain confidentiality of records and information.
- Maintain up to date knowledge in line with national changes and legislation as appropriate to the role.
- Be aware of and comply with all Trust policies including the Employee Code of Conduct, IT, Health and Safety and Safeguarding.
- Participate in the Trust Professional Performance Review process and undertake professional development as required.
- Adhere to all internal and external deadlines.
- Contribute to the overall aims and ethos of the Spencer Academies Trust and establish constructive relationships with nominated Academies and other agencies as appropriate to the role.

These above-mentioned duties are neither exclusive nor exhaustive, the post- holder maybe required to carry out other duties as required by the Trust.

Spencer Academies Trust is committed to safeguarding and promoting the welfare of all our children and young people. Therefore, we expect everyone to share this commitment. All appointments are subject to satisfactory pre-employment checks, including a satisfactory Enhanced criminal records with Barred List Check through the Disclosure and Barring Service (DBS) and the completion of Level 2 Safeguarding training. It is an offence to apply for the role if an applicant is barred from engaging in regulated activity relevant to children (where the role involves this type of regulated activity).

The Trust and its member academies are committed to promoting equality and diversity in both employment and education provision. We aim to ensure that students, parents, governors, employees, contractors, partners, clients and other stakeholders within the Trust community are treated fairly, and with dignity and respect regardless of Protected Characteristics.

Spencer Academies Trust is a Disability Confident Committed Employer

Name

Signature

Date

Person Specification

	Essential	Desirable
Qualifications and experience		
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	
Professional Knowledge and skills		
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	
Personal Attributes		
Self-motivating and resilient		
Good organisational 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	
Safeguarding and Equality		
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)