

Job Description: IT Technician

Job Purpose

Assist in the processing, escalating, resolving, and updating of IT issues recorded on the Service Desk in relation to desktop-based hardware and software. Support the administrative and curriculum networks providing timely and efficient ICT support to all staff within the Trust on a day-to-day basis.

Grade: Grade 3

Base: Consett Academy/North Durham Academy/Wellfield School

Responsible to: Service Delivery Manager

Main Responsibilities

Provide timely and efficient ICT support to Trust staff, both teaching and non-teaching, ensuring that all ICT equipment is functional and fit for purpose.

Support the effective use of ICT across the Trust, and improve efficiency in all aspects of ICT administration and practice.

Assist in training staff across the trust, in relation to new IT systems.

Support developments in ICT and provide appropriate technical support as required.

Assist in maintaining an inventory of all ICT equipment (hardware and software) and licences for which the Trust is responsible.

Support the use and development of ICT networks and resources for staff and students.

Providing a first line response in the event of equipment failure or user faults employing an established system for identifying priority

Providing a troubleshooting, hardware/software failure support/advice facility for network users.

Repair equipment, using warranty and support as available and required.

Support updates and system maintenance to protected against computer viruses.

Move and set up IT equipment as and when required.

Assist in providing support for staff, students, parents and other stakeholders.

Act as a positive role model for colleagues and students, promoting appropriate standards with regard to punctuality, attendance, dress, conduct and standards of work.

Take reasonable care of own health and safety and that of others and informing relevant staff of any concerns.

Ensure the safeguarding of students and remain vigilant to any safeguarding risks within the school environment and community.

Operate at all times within the policies and procedures of the Trust.

Notwithstanding the detail in this job description, the jobholder will undertake such work as may be determined by the Line Manager or Chief Operating Officer from time to time, up to or at a level consistent with the main responsibilities of the job



Person Specification: IT Technician

Criteria	Essential	Desirable	Method of Assessment
Qualifications and training	NVQ Level 3 (or equiv) qualification in relevant discipline OR equivalent experience GCSE grades 9 to 4 (A* to C) in English and Maths (or equivalent)		Application form
Experience	At least 2 years' experience of providing 1st line technical support in an environment that includes: Windows Desktop PC's, Audio and Visual Equipment, Printers, Apple iOS devices. Experience of working within a target driven Service Environment	Experience of working in a school environment	Application form, References
Professional Skills & Knowledge	Knowledge of Windows to support user issues such as; Access to the network, access to application Knowledge of Windows deployment and rebuilding devices Excellent communication, numeracy and literacy skills Ability to maintain confidentiality	Working knowledge of classroom audio/visual equipment Knowledge of Child Protection/Safeguarding	Application form, Interview, References
Personal attributes	A high level of personal effectiveness including good organisational, planning and prioritisation skills and ability to meet deadlines Ability to work effectively as part of a team and build working relationships with colleagues and students Personal resilience including ability to work effectively under pressure and responding positively to change		Application form, Interview, References

	<p>Suitability to work with children</p> <p>Flexibility to work outside of standard Trust working hours on occasion.</p> <p>Ability to drive between Trust sites or access to mobility support</p>		
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