

Job Profile: IT Technician

Salary scale:	B3, SCP 7 – 11 (£26,403 - £28,142)
Working hours:	37 hours per week
Academy:	Abbey Grange Academy
Responsible to:	Head of IT and Infostructure
Nature of Contract:	Permanent

Job purpose:

To provide a practical maintenance and development service for IT to staff and students in support of teaching and learning and administration of the Academies.

Job specific responsibilities:

To work as part of the IT team to provide a full technical support service to all staff and students.

Key Tasks

- Add and maintain User Accounts – AD, Email, Print, MIS System, etc.
- Provide IT support to the Academies including occasional out of hours working to support school events
- Manage the IT helpdesk and electronic helpdesk
- Have good Knowledge of Microsoft and Apple operating systems.
- Providing basic iPad support including Distribution and Collecting.
- Ensure helpdesk queues are prioritised accordingly
- Repair and upgrade IT equipment
- Provide suitable specifications for new PC hardware
- Install and configure new IT hardware and software
- Install IT/AV hardware as required.
- Support staff and students with IT issues
- Train staff and students to use IT equipment as required (e.g. Smart boards)
- Maintain the IT asset database
- Ensure Loan equipment is charged and ready for use and manage bookings – including management of iPad devices and associated insurance claims
- Install, maintain and replace consumables in school printers, reporting issues and arranging repairs
- Keep inventory of consumables and order replacements as appropriate
- Clean projector filters and replace whole units/bulbs as required
- Configure, maintain and monitor workstations and network servers and peripherals such as switches, printers etc.
- Support the phone systems.
- Have an overview of LAN Management, systematically diagnose faults, and have overview of cabling systems.

- To carry out supervisory duties in accordance with published schedules, including before and after school and at break/lunch time
- Be willing to work at other academies in the Trust if required

Abbey MAT responsibilities

- Contribute to the overall aims and values of the academy and Trust, appreciate and support the roles of other members of the wider team and attend and participate in relevant meetings as required
- Comply with all academy and Trust policies and procedures including child protection, safeguarding, health, safety, welfare, security, confidentiality and data protection, reporting any concerns to the appropriate person
- To safeguard and promote the welfare of children for whom you have responsibility, or come into contact, including adhering to all specified procedures
- To promote and adhere to principles underpinning equalities in terms of employment and service delivery to ensure that colleagues are treated, and services delivered, in a fair and consistent manner.

The role holder must demonstrate a flexible approach to the delivery of the role. Consequently, the role holder may be required to perform work not specifically identified in this profile, but which is in line with the general scope, grade and responsibilities of the role.

People Profile:

Aptitudes, qualities and values:	Essential	Desirable
Excellent communication skills with both staff and students	✓	
An interest in current IT Developments	✓	
Self-motivated with the ability to work under pressure and be proactive	✓	
Ability to work unsupervised or part of a team	✓	
Current UK driving License	✓	
Own Transport	✓	
Ability to articulate, communicate and support the Christian ethos and values of Abbey Grange Church of England Academy	✓	
Commitment to uphold Academy Equalities, Data Protection, Health and Safety Policies	✓	
Emotional resilience when dealing with adults and young people	✓	
Qualifications, knowledge, skills and experience:	Essential	Desirable
Good general level of education to GCSE, or equivalent	✓	
IT Related qualification		✓
Good understanding of helpdesk procedures	✓	
In depth knowledge of "Windows" environments and common software. Good understanding of IOS and Linux operating systems	✓	
Good understanding of PC/Server Hardware	✓	



Knowledge of cloud environments (E.g Microsoft Office 365)	✓	
Good understanding of networking principles and technologies	✓	✓
Previous experience working in a team	✓	
Previous experience within an IT Support environment	✓	
Previous experience managing a team or service		✓
Previous experience maintaining a windows network		✓
Safeguarding and promoting the welfare of students:	Essential	Desirable
Appropriate motivation to work with children and young people	✓	
Ability to maintain appropriate relationships and personal boundaries with children and young people	✓	
Comply with the Trust's commitment to the protection and safeguarding of children	✓	

Our Trust mission:

In Partnership to Educate, Nurture and Empower

Our Trust vision:

Abbey Multi Academy Trust is committed to providing high quality education for all within an environment which is welcoming, disciplined and purposeful. Through a range of opportunities including academic, cultural and spiritual, our pupils and colleagues are empowered and nurtured to flourish and live 'life in all its fullness' (John 10:10).

www.abbeymat.co.uk

