JOB DESCRIPTION FOR IT Technician

JOB PURPOSE

To work as an effective member of the ICT Technical Support Team, support academies throughout Kingsbridge Educational Trust. This requires overseeing IT systems, assisting with various technologies, and supporting trust-wide systems including computers, LAN, WLAN, ICT, CCTV, audio/visual equipment, video streaming, digital signage, catering, and telecommunications. In addition, design and maintain the Trust's websites, manage Office365 and Google platforms. While the primary duties are highlighted in the job description, it's important to note that this list isn't exhaustive. The Trust retains the flexibility to adjust the description as required.

Principal Responsibilities

1. **Working in the environment**

- Provide technical support and assistance to users of the Trust's IT systems.
- Effectively utilise the ICT helpdesk by actively managing and responding to calls and tickets.
- Setup, configure, and maintain IT systems, including Office365, Google services, and other platforms.
- Identify opportunities for enhancing IT systems, recommend improvements, and assess hardware or software requirements for upgrades.
- Create comprehensive user guides and documentation to facilitate user understanding and self-help solutions.
- Set up, configure, test and maintain the Trust's printers.
- Change passwords for staff and students as required.
- Carry out first and second line repairs, and routine maintenance of software, ICT hardware, peripherals, interactive whiteboards and audio/visual equipment.
- Configure, update existing or install new hardware and software applications on the Trust's ICT systems as and when required.
- Assist in troubleshooting and/or debugging network-related issues.
- Configure and maintain standalone ICT equipment.
- Add and maintain bookings on ICT booking system.
- Ensure network and system security is maintained at all times.
- Assist in ensuring that Internet filtering is working correctly and ensure inappropriate content is reported immediately.
- Stay conversant with ICT developments and information security practices, integrating relevant updates into the Trust's systems.
- Work at all times within the guidelines of the Health and Safety policy, report any Health and Safety issues in the work area to the Trust Head of IT
- Contribute to the overall ethos and aims of the trust, fostering a collaborative and technology-enabled environment.
- Be prepared to cover any site within the Trust as directed.

2. Working with people

- Operate at all times in a friendly, polite and professional manner with colleagues, students and service users.
- Liaise with service providers, suppliers and external agencies as necessary.
- Work with suppliers and engineers when setting up new equipment.
- Assist in providing ICT Induction for new staff to ensure that they can log on; show them their home drive and the public drive on the network, etc.
- Provide technical support to staff and students and assist them in the appropriate use of ICT and audio/visual equipment and software as required.
- Work effectively as part of the whole trust team.
- Participate in relevant training and professional development.
- Ensure health and safety and good behaviour of students using ICT equipment.
- Assist members of the ICT Support Team in their work as required.
- Attend and actively participate and support the ICT Support department meetings.
- Cover for absent colleagues.

3. Working with resources

- Design, develop and maintain the trust's website and intranet systems.
- Assist in documenting the configuration of systems and networks.
- Assist in maintaining licensing records and ensuring compliance with licensing requirements.
- Assist in evaluation of software and ICT resources and contribute to development.
- Install and maintain network and telecoms patch cabling.
- Maintain and update an inventory of all software and hardware, monitoring movement and usage and assist in the annual stock take.
- Maintaining and update the printer and audio/visual consumables stock levels and maintain log.
- Assist in replacing toner/ink/drum/fuser units in printers as required.
- Set up laptops, PCs and data projectors for displays and conferences as and when required.
- Upload content on the video streaming server and carry out video encoding as required.
- Configure, administer and maintain the internal CCTV system.
- Assist in installing telephone handsets as required and provide technical support for the telephone system: handsets, extensions and voicemail.
- Maintain and test backup systems consistently and securely, ensuring the preservation of data and appropriate archiving when required.
- Ensure the security and integrity of hardware, software and data is maintained.
- Assist in hardware and software troubleshooting - tracing and rectifying faults.
- Assist in advising on the requirements of equipment in the department.

4. Working with information

- Maintain confidentiality at all times.
- Handle appropriate enquiries relating to the department.
- Respond to all correspondence received in a timely manner.

- Ensure the security and privacy of sensitive data by implementing and monitoring cybersecurity measures.
- Be aware of all legislation connected with the use of ICT equipment and ensure that these rules are followed at all times. (Including, but not limited to: Health & Safety, Data Protection (including GDPR), Freedom of Information, Regulation of Investigatory Powers (RIP) and Cybersecurity).

Conditions of Service:

Candidates are required to give details of any convictions on their application form and are expected to disclose such information at the appointment interview. Any convictions/cautions acquired during employment with Kingsbridge Educational Trust or one of its schools must be reported to the Headteacher of your current school.

Kingsbridge Educational Trust are committed to safeguarding and promoting the welfare of children and young people. All employees and volunteers are expected to share this commitment, to follow the Trust/School's safeguarding policies and procedures and to behave appropriately towards children and young people at all times.

All school based posts are defined as Regulated Activity and therefore this post is subject to an Enhanced with Barred List DBS check.

Signed	Date
Signed *(Line Manager)*	Date