

Matrix Academy Trust

Job Description – IT Technician

Reports to:	Systems Analyst
Arrangement:	Full time – 37 Hours Monday to Thursday 8.00am to 4.00pm Friday 8.00am to 3.30pm with half an hour lunch. All year round (including school holidays) 25 days' holiday + 9 bank holidays
Salary:	Scale Group 4 Spine Points 13-16
Main Purpose:	To provide IT Technical support to all users of information technology within the Trust with the aim of assisting Staff and Students to work more efficiently by ensuring all technical equipment and software is operating correctly. The post holder will be responsible for logging calls, resolving desktop support queries and implementing planned installation and upgrades of information systems as directed.
Main Duties:	• To provide technical support to staff and students either in person, in the classroom, over the telephone or remotely. • To proactively participate in the Central Help Desk service, to provide support for users of the Trust ICT hardware and software, within agreed time scales. • To investigate, diagnose and resolve ICT support issues, working with users, other staff and 3rd party suppliers as appropriate taking ownership for resolution of the issue. • To follow agreed plans to install or upgrade items of hardware and/or software, using supplied tools; following agreed standards, procedures and time scales. • To manage MS Teams/Outlook Groups. • To administer users on the school network including the creation/deletion of user accounts. • To maintain Shared areas on the network, promoting good housekeeping and compressing files where necessary. • To work with senior IT staff to configure and maintain connectivity of the network and servers. • To assist staff with their ICT needs during school assemblies, parental events, training events and parent events as directed by the Trust. • To maintain and update the hardware and software asset register. • To install, maintain and repair varying types of educational based ICT hardware and software. • To check IT equipment including computer suites and printers on site and replenish toners as required. • Travel to other sites within the Trust to provide assistance when required • Attend team meetings. • Work / Assist other IT Technicians within the Team. • Implement change as directed by the Head of IT Services, Chief Financial & Operating Officer and CEO.

Additional Duties:	• To play a full part in the life of the Trust community and to support its distinctive mission and ethos. • Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with. • Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person. • Be aware of, support and ensure equal opportunities for all. • Contribute to the overall ethos/work/aims of the school and supports its distinction mission • Appreciate and support the role of other professionals. • Participate in training and performance development as required. • To undertake any duties reasonably directed by the Head of IT Services, Chief Financial and Operating Officer and CEO.
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This job description may be amended at any time, following consultation between the Headteacher and postholder. These are broad descriptions of the types of duties/activities expected of the post and are not an exhaustive list.

The Headteacher retains the right, as a condition of your employment, to require you to undertake such other duties as may reasonably be expected of you in this post. These duties will correspond to the general character of the post and are commensurate with its level of responsibility.

Postholder Name:..... Date:

Postholder Signature:..... Date:

MATRIX ACADEMY TRUST
Person Specification – IT Technician

Factors	Essential or desirable	Measured by A - application S - selection method I - interview
Qualifications		
Adequate level of literacy and numeracy (GCSE grade C or equivalent in English & Maths).	E	A
A Levels / further higher level qualification related to ICT (or experience)	E	A
Experience and Knowledge		
Experience working in an IT role (or relevant qualifications)	E	A
Computer and keyboard skills and to be able to operate relevant office equipment and IT packages (Microsoft Office)	E	I
Familiar with office equipment e.g. phone systems, copiers	D	A/I
Working within a school or busy environment	D	A/I
Confident user in a wide range of computer and operating systems e.g. Windows 11	E	A/I
Experience working with MIS system	D	A/I
Knowledge of Office 365	D	A/I
Practical Skills, Personal Qualities and Behavioral Attributes		
Excellent verbal and written communication skills	E	A/I/S
Good time-management, organisational skills and work-planning	E	I
Effective team worker	E	I
An ability to provide high levels of customer care at all times	E	I
Excellent inter-personal skills, with both children and adults	E	I
Self-motivated and enthusiastic	E	A/I
An open, honest and active listener	E	I
An ability to remain calm when under pressure	E	I/S
A friendly, professional and respectful approach which demonstrates support and a commitment to providing a quality service	E	I
Able to confidently handle customer queries and challenges	E	I