SPENCER
ACADEMIES TRUST

Job Description

Post Title: Technology Support Technician

Location: Spencer Academies Trust – To be based in Rushcliffe Spencer Academy

Salary/Pay Range: NJC12-16

Hours of work: Full time, All Year Round (additional hours may be required to meet the requirements of the role.

Reporting to: Technology Support Manager

Liaising with: Director of Strategic IT & Infrastructure, Head of Infrastructure, Head of Service Delivery, Head Teachers, other school and central team colleagues, contractors and suppliers;

Requirements of Role

- To support the Technology Support Manager in providing an IT service for school staff and pupils.

Main Duties and Responsibilities

- To support the Technology Support Manager 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 curriculum and administrative IT networks throughout the school & external customers.

- Install, maintain and upgrade software to enable all students and staff to make full use of all available IT equipment and systems.

- To advise staff in 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 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.

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 in particular 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 may be required to carry out other duties as required by the Trust.

Additional Information

The Spencer Academies Trust is committed to safeguarding and promoting the welfare of all our students and expects all employees and volunteers to share this commitment. All posts are subject to enhanced DBS checks and completion of Level 2 safeguarding training.

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Person Specification

Qualifications & Experience	Essential	Desirable
BTEC National NVQ2 or equivalent	**A I**	
CompTIA A+ / Network+ / MCP certifications		**A I**
IT Skills including knowledge of Windows 11 & Networking	**A I**	
Knowledge of Microsoft Server 2012/2019/2022		**A I**
Knowledge of MIS Systems	**A I**	
Technical experience of installing and maintaining IT equipment	**A I**	

Professional Knowledge and Skills	Essential	Desirable
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	Essential	Desirable
Self motivating and resilient	**AIR**	
Good organizational 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**	

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Safeguarding & Equality	Essential	Desirable
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)