JOB DESCRIPTION

IT Support Technician

Reporting to: Senior IT Support Supervisor

Location: Based across Trust – Aston Manor and Chilwell Croft Academies

Weeks of work: 36.5hrs per contracted working week
                  Whole Year. Flexible in line with the needs of the Trust

Grade/Salary: Grade 3, Spinal Column Points (SCPs) 9 to 22
                  (£27,254 to £33,699) – salary range as of 1.4.2025

Pay progression: Incremental progression within the grade will be subject to professional
                  criteria-based performance assessment

Job Purpose:
- To maintain, monitor, and implement, as well as solve IT problems in computer systems, network infrastructure, and cloud platforms.

Key Responsibilities:

- Determine and carry out the appropriate system processes to support the ongoing operational requirements of the Trust.

- Resolve system-related problems. Escalate as appropriate.

- Ensure that staff are allocated appropriate security access to systems that are commensurate with their job and maintain accurate records for audit purposes.

- Carry out product development and testing including the implementation of new releases.

- Develop, test and implement changes as requested.

- Monitor the supporting hardware and undertake the necessary file management and controls to maximize the effectiveness of systems.

- Ensure that cloud and on-prem backup arrangements are in place and tested regularly.

- Ensure that the hardware and associated software support systems procedures are maintained and managed effectively.

- Assist with project work under the direction of the senior colleagues within the team using their own initiative where appropriate.

- Provide written documentation for others to follow where necessary.

- Identify IT problems and establish IT training needs as a result of the above activities. Investigate possible solutions and provide training support as required.

- Provide support and assistance with the work undertaken by colleagues within the Systems Support team.

- Compile regular statistical information to monitor progress and profile work. Develop IT solutions to support this.

- Liaise with 'internal customers' to provide essential communication needed to process work and meet various deadlines.

- Operate within the policy and legislative guidelines set down by the Trust.

- To contribute to all issues that affect Performance Indicators, audits, and other forms of assessment.

- Identify your own training and development requirements and maintain a Personal Development Diary.

Technologies at Equitas Academies Trust that you will effectively use on a regular basis:

- Active Directory and AzureAD
- Adobe Creative Cloud Suite
- Microsoft Intune
- Office 2019/ Office 365 Apps
- Windows Server 2019, 2022
- Windows 11, iOS and Chrome OS Flex.
- Ruckus and Cisco Wireless.
- YeaLink IP Phones/Cloud Telephony
- Paxton Net2
- Audio & Visual

Other

- Take responsibility for promoting and safeguarding the welfare of children and young people for whom you are responsible, or with whom you come into contact with.

- Adhere to and always ensure compliance with the Trust's Child Protection & Safeguarding Policy.

- If while carrying out your duties within the role, if you become aware of any actual or potential risks to the safety or welfare of children in the Trust you must report any concerns to the School's Designated Safeguarding Lead.

- To undertake any other duties commensurate with the grade as required.

- Will communicate with other departments and outside organizations. The work is varied, may be complex and involves changing rapidly from one task to another during the working day often under pressure.

- Will work under their own initiative, referring to the manager as required, and may be expected to supervise staff on occasion.

- Should seek the advice of their Support Manager or Senior IT Support Officer(s) on difficult or contentious decisions.

- Must work to attain optimum performance in service delivery within your area of responsibility.

Equitas Academies Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will be subject to all pre-employment checks necessary to meet safer recruitment requirements, including a satisfactory enhanced DBS check, right-to-work check, and references.

This job description may be reviewed from time to time in light of changing circumstances and if it is necessary to amend/alter this, those concerned will be consulted.

PERSON SPECIFICATION
IT SUPPORT TECHNICIAN

Method of Assessment (MOA)

AF - Application form	C - Certification	I - Interview	T – Test or Exercise	P - Presentation

Criteria	Essential/Desirable (E/D)	MOA
Qualifications/Education NB: Full regard must be given to overseas qualifications	Basic numeracy and literacy, with potential for further study, where appropriate (E)	AF/C
	A – C grades in English, at GCSE or equivalent. (D)	AF/C
Experience Relevant work and other experience	Experience in customer-facing administrative roles.	AF
	Basic general IT knowledge and experience (E)	AF/I
	Basic Office 365 knowledge and experience (E)	AF/I
	Windows 11 Experience (E)	AF/I/Test
	Possess professional integrity (E)	AF/I
	Problem-solving experience (E)	AF/Test
	Excellent time management and prioritization skills (E)	AF/I/Test

Skills & Ability	Able to work autonomously, while maintaining effective communication with the IT team – ensuring processes are adhered to at all times.	AF/I
	Ability to work accurately and within agreed timescales and internal Service Level Agreements (E)	AF/I/Test
	Ability to troubleshoot simple and complex problems effectively (E)	AF/I
	Outstanding communication skills and ability to empathise with end users at all levels (E)	AF/I
	Ability to work accurately and to deadlines (E)	AF/I
	Ability to prioritise and make decisions efficiently(E)	AF/I
	Ability to maintain complete confidentiality and discretion within all situations.	AF/I
Behaviours	Adaptable, accountable and dependable with a focus on accuracy and timeliness (E)	AF
	Ability to establish constructive relationships and communication with all staff and other agencies/professional bodies, etc (E)	AF/I
	Good judgement in knowing when to highlight/escalate issues (E)	AF/I
	Tenacious in resolving issues of all kinds; in proactively seeking out improvement opportunities and delivery of solutions (E)	AF/I
	Integrity, enthusiasm and commitment (E)	AF
	Flexible approach to work. (E)	AF/I
	To proactively take the time to develop yourself and others (if applicable) through training, coaching, mentoring etc. (E)	AF
	Values: To uphold the values and behaviours of the Trust encompassed by "All Different; All Equal; All Achieving"	AF
	Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.	AF/I

	Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.	AF/I

All staff are expected to understand and be committed to equal opportunities in employment and service delivery in line with the equality act.

Name : _____

Sign   : _____

Date   : _____