



**RET IT SERVICES**

# **IT Technician**

**Job Description**

**Grade: 6**

**Responsible to:** IT Service Desk Manager

**Post Location:** All MAT Schools

Any queries relating to this document should be addressed to the Trust's IT Services Lead.



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## Key Responsibilities:

- Serve as the primary point of contact for IT helpdesk users.
- Assist in the efficient operation of the Trust's network by providing first-line support and ensuring that all faults and problems are quickly resolved.
- When needed, provide staff and students with support and assistance in schools and classrooms.
- Develop and maintain positive relationships with both staff and students.
- As needed, escalate issues within the IT Services Team.
- Ensure that issues are resolved and, if necessary, follow up with staff.
- Perform routine maintenance tasks and assist with long-term projects.
- Take charge of projects within the department with the assistance of the IT Service Desk Manager and other senior staff members within the IT Services Team.
- Perform necessary testing and proactive monitoring of IT resources.
- To install and configure computer software so that it performs optimally.
- Troubleshooting, maintenance, and repair of equipment as needed.
- To provide assistance to staff and students by phone, email, and in person.
- Assist in the setup of equipment such as PCs, laptops, projectors, iPads, mobile devices, PA sound systems, and other specialised equipment before its use in lessons, assemblies, meetings, and school events.
- Keep detailed records of all jobs completed and any related resolutions.
- Updating and maintaining the Asset Database, as well as ensuring that high-value assets are security marked and recorded
- Make certain that the termly audit of school devices is completed and signed off.
- Assist with the induction process for new employees, including issuing appropriate equipment and printing badges.
- Keep up with technological and educational trends.

## Training

- To receive training in order to advance one's personal development.
- Adhere to Trust safeguarding procedures and receive relevant training.
- Assist the IT Services Team in the creation of technical documentation and end-user guides.
- Assisting Apprentices and Junior Technicians with their training and development.



## IT Technician

### Other

- Take part in the Trust's staff development and appraisal process.
- Be familiar with, and follow, relevant sections of the Trust's Health and Safety policy.
- To adhere to the Trust's safeguarding procedures.
- Will be responsible for ensuring GDPR compliance.
- Supporting and encouraging the Trust's ethos as well as its goals, policies, and procedures.
- Will respond to correspondence promptly and as needed.
- Attend school events and provide technical assistance as needed.
- Will stay up to date on developments, current initiatives, and changes in their field.
- Seek, consider, and act on professional assistance and advice as needed and in consultation with the IT Services Lead.
- The willingness and ability to work flexible hours, including early evenings and weekends, if necessary.

The post holder is expected to perform any other duties that are consistent with the position at any site where the Trust operates.

While every effort has been made to explain the main duties and responsibilities of the position, each individual task may not have been identified. Employees must comply with any reasonable request from a manager to perform work of a comparable level that is not specified in this job description.

Employees are expected to dress appropriately for their position as professionals and to set a good example for students.



## Person Specification

### Qualifications and experience

#### Essential:

- Attained a minimum GCSE grade 4 (or equivalent) in English and mathematics.
- IT Qualifications or Relevant Work Experience.
- Previous experience working in an IT environment, diagnosing and resolving problems.

#### Desirable:

- Relevant post-secondary education qualification.
- Previous experience working in a school or a similar setting.
- Two years' previous experience working in an IT environment in a similar role.
- Knowledge of Data Protection and Information Management within an educational environment.
- Experience in training staff in IT.
- UK Driving License and access to a vehicle.

#### Evidence:

- Application form
- Letter of application
- References
- Interviews
- Certificate/s (to be available at interview)

### Knowledge and skills

#### Essential:

- Capability to establish and maintain positive relationships with co-workers and students.
- Ability to work constructively as part of a team, including understanding school roles and responsibilities, including one's own.
- Capability to absorb and comprehend a wide variety of information.
- Communication skills, both verbal and written, that are appropriate for communicating effectively with colleagues, students, and other professionals.
- Excellent numeracy and literacy skills.
- Excellent analytical and problem-solving abilities.
- Working knowledge of a variety of ICT software, hardware, and other resources is required.
- Knowledge of network topologies, LAN, WAN, and internet protocols and techniques, as well as a proven technical background in desktop computers and peripherals.



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- Can use office computer software such as word processing, spreadsheets, databases, and Internet systems with ease.

### **Desirable:**

- Working knowledge of relevant policies, procedures, and codes of practise, as well as awareness of relevant legislation, such as software licencing laws.
- Experience administering Microsoft/Office 365 and/or Google Workspace for Education.

### **Evidence:**

- Application form
- Letter of application
- References
- Interviews

## Personal Qualities

### **Essential**

- Self-motivation and the ability to prioritise one's work.
- Able to follow instructions and collaborate with line managers.
- Be able to work flexibly in order to meet deadlines and respond to unexpected situations.
- Be able to meet the physical demands of the role.
- Organizational efficiency and rigour.
- A desire to improve and expand one's skills and knowledge through CPD.
- A dedication to the highest levels of child protection.
- Understanding the significance of personal responsibility for one's own health and safety.
- Commitment to the Trust's ethos, goals, and the entire community.

### **Evidence**

- Application form
- Letter of application
- References
- Interviews

## Disclosure Level

### **Essential**

A satisfactory enhanced disclosure certificate from the Disclosure and Barring Service (DBS) (previously known as CRB) will be required before an appointment to this post can be confirmed.

### **Evidence**

Certificate from the Disclosure and Barring Service.