



ICT Field Technician

Job Description

Reporting to:	Trust ICT Manager
Liaising with:	Trust colleagues, Governors, Headteachers, Senior Leadership Team, Teaching and Support Staff, Students, Visitors, Contractors / Suppliers
Grade and Salary:	SRS Band 4, SCP Scale Points 11 - 17
Hours of work:	37 hours per week, 52 weeks per year. Due to the nature of the role certain tasks may need to be undertaken out of hours and at weekends a certain level of flexibility is required.
Location:	The role will support a cluster of Trust academies, providing advice and technical support, therefore some travel across the Trust will be required.

Job Purpose

The ICT Field Technician will support the ICT Team across the Trust in maintaining the ICT infrastructure and software systems within the schools. You will report to the Network Manager and be responsible for supporting a wide range of hardware and software solutions across a variety of teaching and learning environments. Duties include assisting with ICT projects and providing technical support to staff and pupils.

There is flexibility in the location you are initially based at, whilst covering several local schools, the job will become more field based over time. You will be logging & resolving incidents, maintaining the infrastructure, assisting with new hardware & software deployments, maintaining accurate inventories and updating network documentation as appropriate.

The ICT service desk provides cover between 8:00am and 4:30pm, Monday to Friday. Due to the nature of the role certain tasks may need to be undertaken out of hours and at weekends, a certain level of flexibility is required and offered in return.

Areas of Responsibility and Key Tasks

To maintain, update & support various ICT networks

- provide support for the servers & network infrastructure.
- provide hardware & software support for computers and laptops.
- maintain all ICT related peripherals.
- Order ICT consumable supplies & document product requests from clients
- maintain a fully up to date inventory of all hardware & software at client sites.

To meet every schools customised ICT requirements

- Meet all schools individual & specific ICT requirements.
- Ensure schools ICT facilities are maintained in accordance with their specific requirements.



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- Further maintain & develop all parts of clients' ICT systems.
- The ability to manage small sized projects.

To complete installation of new & existing software packages across the networks

- Install software on PCs, locally or via software distribution tools Perform complete installations of new PCs
- Install, configure & maintain anti-virus software across the network.
- Ensure all systems are up to date with software & security updates.
- Set up new PCs & other hardware as required & to ensure that all newly set up hardware is left in a "ready" state for client use.

To provide technical support for all clients

- Administer user groups & accounts.
- Administer & configure email and distribution groups.
- Configure & maintain all software applications for consistent use.
- Provide basic support to staff in the use of the school's Management Information Systems
- Replace consumable items such as printer toners.

Assist in user development where required including specific systems training to users on technical & non-technical levels

- Offer advice & training to system users.
- Explain & illustrate computer related issues in a jargon free manor to non-experienced users.

Any other appropriate duties in consultation with the management

Summary of Technical Skill Requirements:

- Operational knowledge of ICT hardware and software
- Operational knowledge of Windows and Mac OS environments (7 / 8.1 / 10 / Mac OSX / iOS) & Windows Server 2012 R2, 2016, 2019, Active Directory, DHCP, DNS
- Working knowledge of mobile devices – Android / iPhone
- Working knowledge of Virtual Server environments
- Working knowledge of cloud technologies – Google for Education, Office 365, Azure and more
- Good knowledge of Group Policy management
- Good knowledge of User profiles, Roaming & Mandatory.
- Technical knowledge of Apple Mac hardware & software (including Mac OSX/iPod/iPhone)
- Technical knowledge of common user applications: including Microsoft Office applications (versions 2016, 2019)
- Established skill set for network switching hardware – diagnosing faults, etc
- Working knowledge of Audio-Visual systems to include – audio hardware / projectors / TVs / Interactive Whiteboards / Interactive Screens
- Ability to identify & replace faulty hardware.
- Ability to confidently use imaging software such as Microsoft Windows Deployment Services

Prerequisites:

- Minimum 2+ years' experience of client facing IT Support role, ideally within the education sector.
- This job involves travelling between schools therefore the use of a reliable personal vehicle (mileage will be paid) is required.
- Full UK Driving Licence required



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The St Ralph Sherwin Catholic Multi-Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to satisfactory references, which will be requested, prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical check, evidence of qualifications plus verification of the right to work in the UK.

The Trust will endeavor to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Whilst every effort has been made to outline the key duties and responsibilities of the role, it is not an exhaustive list. The duties and responsibilities of the role may vary from time to time, commensurate with and without changing the general character of the duties or the level of responsibility entailed and would not in itself justify a reconsideration of the grading of the post.



ICT Field Technician Person Specification

A	Education Qualifications/ Professional development	Essential	Desirable
	A Levels or BTEC (Level 3/ 4)	Y	
	Evidence of continued study (CPD) such as CompTIA A+ qualification		Y
	Formal training on any of the following – Microsoft Windows Desktop, Microsoft Windows Server, Microsoft Office software		Y

B	Relevant Experience / Technical skills	Essential	Desirable
	2+ years in IT Support role	Y	
	Experience of providing support to end users in a PC/Network support role	Y	
	Working knowledge of LAN topologies and architectures, (including DHCP, DNS) and Wireless networks	Y	
	Ability to install, test, and deploy software.	Y	
	Experience of Windows 10 desktop environments	Y	
	Windows Server 2012 r2, 2016, 2019 including Active Directory and Group Policy	Y	
	Experience of Apple iPads/ Android Tablets	Y	
	Working knowledge of AV systems including projectors/ TVs/ Interactive whiteboards	Y	
	Working knowledge of Microsoft Office Professional 2016 /2019, Office 365 Apps.	Y	
	Strong understanding of general IT Support including using various methods of remote support.	Y	
	Ability to follow helpdesk procedures.	Y	
	Experience of virtualized server environments		Y
	Detailed knowledge of fault finding and repairing computer hardware.		Y
	Experience of Apple Mac hardware and software		Y
	Experience working in schools/ Higher education environment.		Y
	Knowledge of Mobile Device Management solutions		Y



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Specific knowledge of Vmware ESXi and Hyper V virtual server environments		Y
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C Personal Qualities		
Can work effectively as part of a team.	Y	
Innovative thinker who is positive, proactive and readily embraces change.	Y	
Confidence to deal with new people and situations.	Y	
Ability to work independently without supervision and request additional support when required.	Y	
Using your own initiative provide problem determination and effective resolution.	Y	
Able to talk to staff or students and explain complex issues to people with no technical knowledge.	Y	
Good problem-solving and troubleshooting abilities.	Y	
Has a commitment to making a positive contribution to the whole school community.	Y	
Is able to unpack, move and install computer equipment.	Y	
Can embrace whole school initiatives.	Y	
Is sympathetic to the Catholic ethos of the Trust	Y	
Ability to communicate effectively, both orally and in writing	Y	
Ability to maintain strict confidentiality.	Y	
Ability to plan effectively and organise work.	Y	



C Personal Qualities		
Willingness to support Catholic life in schools.	Y	
Ability to work well under pressure and managing competing priorities.	Y	
Flexible interpersonal skills with an ability to communicate with diverse groups and individuals.	Y	
Ability to self-evaluate and reflect.	Y	
Able to adapt to changing circumstances and new ideas.	Y	
Attention to detail.	Y	
Ability to be respectful and promote equality of opportunity and diversity.	Y	
Understanding of responsibilities of the Trust and schools in ensuring compliance with relevant safeguarding and data protection legislation	Y	

D Other		
Full UK Driving licence and access to a vehicle.	Y	