



THE CONSORTIUM
ACADEMY TRUST

Shaping Positive Futures

MOBILE ICT TECHNICIAN

Job Title: Mobile ICT Technician

Line Reports: ICT Technical Lead

Overall Purpose of the Job:

The Mobile ICT Technician helps the ICT Technical Lead with operational delivery of the school's ICT facilities ensuring that there is an efficient and effective service to both students and staff. The postholder will provide technical support and ensure that all hardware, software and licences are maintained accordingly

We know from experience that things change throughout the lifetime of a role and so this JD isn't a list of everything you will do – this gives our people the chance to play to their strengths.

How you will make an impact...

- Help maintain the ethos of The Consortium Academy Trust by driving our organisational culture forwards and using every opportunity to embed our values.
- Taking responsibility for your own development - that way we can make the biggest impact!
- We are always looking for someone who can contribute to our growth.
- More than anything, we are looking for a team player who puts their heart into their work. We have some core values that run through everything we do, and we'd love it if they resonate with you too.

About the role...

Specific-Main Tasks

The key responsibilities of this role are.

- To help ensure ICT systems/facilities and network throughout the Academy is fully operational and effective for all stakeholders.
- To help ensure the Academy has a secure, efficient, and resilient network infrastructure.
- To provide first line ICT helpdesk support to learners and staff and escalate technical issues where they cannot be resolved in a timely manner.
- To provide users with regular updates on resolution of their technical issues.
- To provide general technical support or training to staff and learners.
- Support is provided to learners in their use and application of ICT.
- To ensure network security, user groups and password systems are maintained.

- To install software and/or hardware taking licensing into consideration.
- To ensure maintenance of industry standard and educationally bespoke hardware and software. This includes applications such as SIMS, Microsoft Office / 365, SQL, Web Servers and other client/server-based applications.

- Maintaining an accurate and complete asset register of all ICT Services assets and completing audits against the asset registers.

- Regular maintenance checks are performed on all ICT equipment to ensure safe and efficient operation and advise on necessary repairs.
- Maintain documentation on ICT hardware.
- Management of the ICT consumables
- To monitor daily server backups / antivirus issues and escalate where appropriate.

Customer Service

- To ensure that a high level of customer service is available during the school day to both staff and students through the IT Helpdesk service.
- To ensure that help and support is available to all customers by responding effectively to email and telephone queries.
- To ensure that classroom equipment is maintained to the highest possible standard, troubleshooting when required and ensuring that lessons can continue to run effectively.

Mobile & Reprographics Support

As a mobile member of the ICT team, the postholder will travel between Trust schools to provide onsite technical support as required. Flexibility and adaptability are essential to meet the varying demands of each site. The role will also include assisting with the distribution and delivery of reprographics materials, such as printed resources and equipment, ensuring timely and accurate delivery to schools and departments.

Driving Requirement

A full UK driving licence is essential, as the role involves regular travel between sites across the Trust. The postholder will be expected to use a Trust vehicle (or their own, where applicable) to transport ICT and reprographics equipment, ensuring safe handling and delivery in accordance with Trust policies.

General Information:

- Your duties may involve access to information of a confidential and sensitive nature which may be covered by the General Data Protection Regulation (GDPR). All employees of The Consortium Academy Trust will be expected to comply with the GDPR when handling any personal data. Confidentiality must be always maintained. In addition to the above the post holder must be committed to safeguarding and promoting the welfare of children and young people.
- This job description will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties. In addition, you may be expected to take part in any other reasonable duties which may be required.

About you...

This is the job for you if you hold the following qualifications, experience, knowledge, skills and values:

Qualifications and Training

Essential

- Qualified to at least GCSE level at C or above in English and Mathematics or equivalent.
- Evidence of commitment to personal and professional development.
- Prepared to undertake relevant training (as and when necessary).
- Full Driving License – Driving Role.

Desirable

- ICT qualification to NVQ level 3 or equivalent.
- Evidence of commitment to personal and professional development.
- Record of continuous and relevant training courses.

Experience, Knowledge and Skills

Essential

- At least one year's experience of working in an ICT support background.
- Experience of resolving ICT technical issues and using an ICT helpdesk.
- Knowledge of Microsoft and Google ecosystems.

Desirable

- Experience of working in a multi-academic environment with a variety of ICT equipment.
- Experience of ICT technical systems, programs and procedures that are commonly used within an Academy setting.

Values and Personal Competencies**Essential**

- Organisational and self-management skills.
- Ability to develop effective professional relationships with learners, staff and Academy partners.
- Good communication skills, both written and verbal.
- Be a team player with the ability to work independently.
- High levels of personal and professional integrity.
- Confidentiality.
- Self-motivation and willingness to accept responsibility.
- Commitment to the Academy ethos of respect and inclusion for all.
- A positive role model for young people and colleagues.
- Energy, enthusiasm, optimism and ambition.
- Willingness to be flexible with work pattern to support Academy events.
- Must be able to explain instructions or technical difficulties in a clear manner.

Desirable

- Willingness to contribute to and participate in continuous professional development.
- Appropriate awareness of health and safety in relation to area of work.
- Management of resources and inventory.