



JOB DESCRIPTION

Role Title	Department
IT Technician	IT Department

PURPOSE

As part of a team of support technicians, provide first-line technical support and assistance to staff and students in all aspects of the Trust's predominantly Windows-based ICT system. Work on site across multiple Schools, providing additional resource to the on-site IT Teams. Support will extend to other technologies in the Trust, including iPads, interactive whiteboards and the telephone and access control systems.

The following job description outlines the main responsibilities of the job and is not an exhaustive list of all relevant duties. The Trust reserves the right to alter this job description at any time.

DIMENSIONS

Direct Reports	Budget Responsibility
None	None

PRINCIPAL ACCOUNTABILITIES

- Provide customer focused help and advice to staff on ICT issues (hardware and software) and escalate for additional/specialist support where required.
- User account maintenance and access permissions.
- Servicing and repair of desktop PCs and laptops, reporting more complex faults to specialists when required.
- Fault-finding and trouble shooting in connection with interactive whiteboards.
- Working with the ICT & Web technician and Trust Network Manager on the set up of:
 - PCs, laptops, telephones and iPads.
- Support the Trust and it's schools with adherence to ICT policy and security and safeguarding requirements.
- Assist with the set-up of sound, lighting and ICT in the hall for assemblies and school events.
- Assist with the roll out of new systems, technologies and hardware.
- Maintain user guides and documentation for key systems.
- Support the maintenance of the Trust's network infrastructure.
- As a member of the wider Trust IT team, contribute to the ongoing development and resilience of the IT network across the Trust.
- Demonstrate knowledge, understanding and positively promote equality of opportunity.
- Support a positive culture throughout the organisation and adopts behaviours that exemplify the Trusts culture.

- Encourage the development of productive and collaborative working relationships across the Trust.
- The post holder will be required to undertake other duties and any reasonable instructions given by the line manager, SLT or the Trust.

PERSON SPECIFICATION (SKILLS, QUALIFICATIONS, COMPETENCE LEVEL ETC)

E – Essential / D - Desirable

Qualifications/Education	<ul style="list-style-type: none"> • Educated to at least GCSE level with a minimum grade 'C' in English and Maths (E) • Evidence of ICT training and qualifications (E)
Knowledge/Experience	<ul style="list-style-type: none"> • Experience with Windows Server networks and associated technologies (E) • Knowledge of and a willingness to keep up to date with new developments in ICT (E) <ul style="list-style-type: none"> ○ With iOS technology (D) ○ In Website design and SharePoint (D) ○ With digital video recording (D) ○ In working with digital media editing (D)
Technical/Business Skills/Ability/Training	<ul style="list-style-type: none"> • An analytical approach to fault finding and troubleshooting (E) • Able to prioritise and meet deadlines (E)
Particular aptitude/Personal skills required	<ul style="list-style-type: none"> • A good communicator (E) • Ability to adapt and be flexible to the needs of the school. • Able to act on own initiative (E) • Dedication and a desire to see tasks through to a satisfactory resolution (E) • Committed to personal development and training (E) • Understanding of the basic principles of customer care (E) • Willing to 'go the extra mile' (E)

Associate Staff Standards

We as Trust colleagues, make upholding the reputation and standards of the Trust and the School our first concern, and are accountable for achieving the highest possible standards in our work and conduct. Our Job Descriptions define the behaviour and attitudes required. We act with honesty and integrity; have strong subject knowledge, keep our knowledge and skills up to date and are self-critical; forge positive professional relationships and work with parents/carers, visitors and outside agencies in the best interests of students.

Personal and Professional Conduct

A colleague is expected to demonstrate consistently high standards of personal and professional conduct. The following statements define the behaviour and attitudes which set the required standard for conduct for all Trust employees;

We uphold public trust and maintain high standards of ethics and behaviour, within and outside School, by:

- Treating students, colleagues, visitors and parents/carers with dignity, building relationships rooted in mutual respect and at all times observing proper boundaries appropriate to our position;
- Having regard for the need to safeguard students' well-being, in accordance with statutory provisions;
- Showing tolerance of and respect for the rights of others;
- Not undermining fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs;
- Ensuring that personal beliefs are not expressed in ways which exploit students' vulnerability or might lead them to break the law;
- Maintaining high standards of confidentiality and acting with integrity at all times.

I hereby confirm that I have received a copy of the above job description

PRINT: SIGNED: