

JOB DESCRIPTION

Post:	E-Learning Primary School Provision Technician
Reporting to:	E-Learning and ICT Systems Manager
Post Level & Grade:	Kent Scheme D
	22.5 hours per week / 39 weeks per year
	3 days per week - 08:00am to 16:00pm
	Working days to be agreed

Role purpose

To support the smooth running and effective use of IT and E-Learning across the trust through the following areas:

- Providing hardware and software support at NSfG and in trust primary schools, including infrastructure/ server and student/staff devices.
- Providing development support for new systems and devices including the implementation of projects
- Oversee the general support available to trust primary schools, including gathering feedback and ensuring a high-quality provision

Main Duties:

Hardware and software support

- As requested, provide onsite and offsite support for day-to-day issues in trust primary schools
- Responding to help desk requests for hardware and software support across the range of school equipment, including desktops, laptops, tablets and server infrastructure
- Proactively identifying where additional hardware or software support may be required in trust primary schools and action as appropriate, including liaising with the E-Learning and ICT Systems Manager
- Ensure all help desk and other tracking software is kept fully up to date for monitoring and efficiency purposes
- Liaising with external agencies (including insurance and ADP contracts) on repairs and claims – ensuring as far as possible a swift and effective resolution
- Liaising with staff, students and parents as appropriate on resolution of their issues
- To develop and maintain IT infrastructure of trust primary schools
- Supporting trust primary school staff in managing other minor IT related queries such as password changes and simple training requests

Development support for new systems

- Work closely with the E-Learning and ICT Systems Manager to evaluate the effectiveness of IT systems in trust primary schools and recommend improvements to relevant Finance Managers/Headteachers
- Work with the E-Learning and ICT Systems Manager in the design, planning and implementation of IT systems as identified across schools IT infrastructure
- Support in the continued development of new technologies, including management of student / staff devices, audio visual, and other IT systems.

Overseeing support for Trust Primary Schools

- Act as lead in co-ordinating both onsite and remote support for trust primary Schools, including ensuring staff are onsite when expected/requested
- Provide an efficient, friendly and professional service in all aspects of support
- Work with the E-Learning and ICT Systems Manager to ensure trust primary School cover in the event of staff absences.
- Actively seek feedback from Primary School leaders on the quality of provision and then work with E-Learning and ICT Systems Manager/Headteacher to adapt as required.

Other duties

- Taking responsibility for, attending and participating in open evenings and school events which promote the school.
- Attend regular meetings with the ICT team so that all are efficient and effective in their roles
- Implementing the policies relevant to the disposal of assets, storing of sensitive data/personal information in protection of any claim or liability to the school
- To undertake any other duties that the Headteacher may reasonably request
- Being aware of the responsibilities for Health and Safety of all within the school.

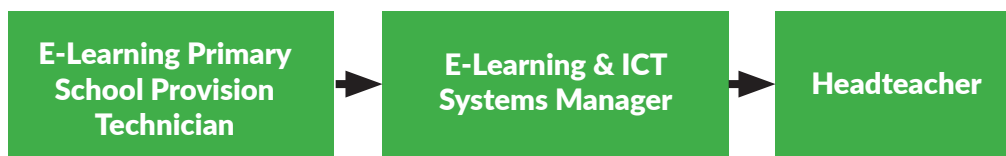
Note

- The above responsibilities are subject to the standards, general duties and responsibilities contained in the statement of Conditions of Employment, having due regard to the requirements of the National Curriculum, the school's aims, objectives and schemes of work and any policies of the Governing Body.
- This job description is not necessarily a comprehensive definition of the post. It will be reviewed and may be subject to modification or amendment at any time after consultation with the post holder.

Person Specification

	Criteria
Qualifications	<ul style="list-style-type: none"> GCSE in English and Maths at a minimum of a Grade C – or equivalent
Experience	<p>Desirable</p> <ul style="list-style-type: none"> Experience of working with software packages used in schools Experience of Microsoft Active Directory to manage computers and users Experience of managing the Microsoft 365 environment and Entra ID Experience of managing Microsoft Intune mobile device management platform Experience of providing guidance and support in the use of IT systems
Skills and abilities	<p>Essential</p> <ul style="list-style-type: none"> Ability to demonstrate a positive and enthusiastic approach Ability to organise and prioritise workload to achieve deadlines Ability to work effectively in a team but also take initiative and work independently where required Ability to innovate and identify potential future solutions Ability to strategically plan Ability to relate well young people and adults Good communication, interpersonal and organisational skills Being friendly and welcoming at all times to students, staff, parents and visitors Display commitment to the protection and safeguarding of students
Knowledge	<p>Essential</p> <ul style="list-style-type: none"> Good knowledge and understanding of IT systems and Microsoft Office applications Willingness to further develop knowledge in IT systems
Behaviours	<p>Behaviours which are compatible with our school vision, including:</p> <ul style="list-style-type: none"> We achieve the best outcomes when all staff work together in a supportive collaborative environment High expectations in all aspects of our work Staff and students can 'enjoy the journey' <p>In addition, we expect the following:</p> <ul style="list-style-type: none"> A 'can do' attitude where all possible avenues are explored to achieve the best outcomes for students Flexibility to work as required to achieve the best outcomes for students Integrity and professional pride to do the job properly Rigorous, consistent and logical approach to ensuring all procedures and policies are followed Good sense of humour and ability to relate to colleagues, parents and students

Organisation



Signed (Postholder): _____

Dated: _____

Headteacher: _____

Dated: _____