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Post:	IT Technician
Location:	OAT London Academies
Function/Department:	ICT
Grade:	IT Technician 1 - Grade 02, SCP 3 - 5
Responsible to:	London IT Manager
Date Created:	January 2025
Status/Contract Type:	Permanent
Hours/Days/Weeks:	37 hours per week

Core purpose and scope:

This is a 1st line support role, supporting OAT staff and students at London academies. The role is the first point of contact for London staff seeking IT support, follows the standard helpdesk operating procedures to resolve and escalate incidents and service requests, and carries out other appropriate IT support and maintenance tasks as required.

Main responsibilities

- Provide first line and support second line IT support to staff, either remotely or in-person, resolving issues in accordance with OAT standard policies, processes, and procedures.
- Fault diagnosis and repair of IT hardware, software, tablet devices, equipment, and consumables
- Installation, relocation and replacement of IT hardware, software, tablet devices, equipment, and consumables
- Routine maintenance of IT hardware, software, tablet devices, equipment, and consumables
- Perform analysis and diagnosis of first- and second-line software incidents
- Provide recommendations and implement corrective solutions to known and new issues.
- Assist the London IT Manager with installation, configuration, and testing of new IT hardware and software
- Take responsibility for ordering and arranging delivery of IT equipment to London sites and remote staff locations, as required
- Monitor and maintain the helpdesk, updating tickets in a timely and effective manner
- Manage own ticket queue and assist other central IT team members where appropriate
- Ensure support requests are prioritised, and support is provided in a timely manner
- Set up equipment for activities as required and provide assistance at events as required
- Provide training, advice, and guidance to staff, where required.
- Escalate and assist the London IT Manager in second line technical issues as and when they arise
- Support with liaising and managing relationships with IT service suppliers
- Contact and liaise with manufacturers and suppliers to troubleshoot issues, as and when they arise and manage the timescales and responses
- Update and maintain the IT asset register for all London equipment and software
- Ensure the starters and leavers process is followed
- Ensure the smooth running of printers / multi-function devices at London sites and remote locations.

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- Ensuring the smooth running of landline phones, mobile phones and 4G devices at London sites and remote locations.
- Ensure that computer workstation images are kept up to date with latest patches and updates and support the deployment of images where necessary.
- Carryout staff inductions for IT equipment and keep records of staff training and compliance
- Maintain appropriate levels of training and sector awareness in the role, keeping up to date with new initiatives and developments in IT
- Attend events and training as required

Data Protection

- Adhere to the Trust's data protection policies and processes
- Support the Trust's data protection officer (DPO), carry out data protection impact assessments (DPIA) on new and developing areas that require data processing & recording
- Support the Trust's data protection officer (DPO) by providing information to ensure that the Trust's eco system which tracks, and record types of data stored and where is kept is accurately maintained
- Support the DPO to ensure that where required; evidence of compliance is recorded as required in the Trust data protection policies and processes
- To ensure the Trust's local IT infrastructure, data storage and usage are GDPR compliant
- Report any data breach of the Trust's relevant acceptable use policy to the Data Protection Lead
- Support the data protection officer to investigate data breaches at London sites and related to London staff and student accounts
- Support the London IT Manager to ensure that systems are secure and robust against cyber attack
- Keep up to date with copyright & data protection laws

Budget management

- Raise purchase orders for new equipment and maintaining stock levels of consumables
- Support with budgeting activities by researching and providing detail on costs for purchasing, operating, and managing IT goods and services

General responsibilities

- To adhere always to the Trust's policies and procedures
- Maintain confidentiality of information acquired while undertaking duties
- Ensure that work is completed in compliance with relevant legislation and procedures relating to this role
- Ensure GDPR principles are embedded in normal working practices
- Post holders may be required to work flexibly to meet the business needs
- All staff are required to partake in performance management and training activities
- Be aware of safeguarding and promoting the welfare of children and to report any concerns in accordance with the Trust's safeguarding policy

DBS

- An enhanced disclosure and barring check will be a requirement for this post

Judgement, Decision-making authority:

- You will need to be able to draw on your skills and experience to act autonomously using discretion and professional judgement to make independent decisions in keeping with the responsibilities of the role within the central IT services team.
- You will provide professional guidance and advice to colleagues and stakeholders across the Trust.

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- You will expedite work instructions from the London IT Manager, Regional IT Manager, Director of ICT and National Director of Estates and ICT.

Initiative, Independence Judgement & Complexity:

Typical tasks of the role include, but are not limited to:

- Implementing and leading multiple, concurrent streams of work.
- The ability to plan to reduce threats and maximise opportunities.
- Training Trust peers and stakeholders in areas of IT
- The ability to challenge the status quo, based on experience.
- The ability to diplomatically identify and translate shortcomings and sensitivities into effective support activities.
- Interpretation of statutory and regulatory guidance to inform workstreams, actions and risk mitigation.
- Provide peer support, particularly across central IT services, to help deliver improvements
- Participating in informal meetings, staff days, team briefings, to help understand corporate values and objectives and/or local contexts whilst building good working relationships.

Person Specification

Skills and qualifications	Essential -E / Desirable - D	Assessed at Application (A) / Interview (I)
<ul style="list-style-type: none"> Good general level of education. A-levels or equivalent, with GCSE grades A-C or equivalent in English Language and Mathematics 	E	A
<ul style="list-style-type: none"> Hold a recognised computer or network qualification at NVQ level 3 or equivalent experience. 	E	A
<ul style="list-style-type: none"> ITQ level 4, Microsoft Certification IT Professional level 4 or equivalent qualification or experience in an ICT related discipline 	D	A
Knowledge and experience		
<ul style="list-style-type: none"> Experience in a similar technical support role 	E	A / I
<ul style="list-style-type: none"> Demonstrable experience of providing IT support to users in a workplace environment. 	E	A / I
<ul style="list-style-type: none"> Hands-on experience troubleshooting multi-site networks 	D	A / I
<ul style="list-style-type: none"> Hands-on experience troubleshooting hardware, locally and remotely, such as desktops, laptops, servers, printers, and mobile devices 	E	A / I
<ul style="list-style-type: none"> Technical knowledge of Microsoft operating systems for managing and configuring systems (Windows 10 & 11) 	D	A / I
<ul style="list-style-type: none"> Working knowledge of Microsoft cloud services <ul style="list-style-type: none"> Microsoft 365 	E	A / I

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<ul style="list-style-type: none"> • Azure • Microsoft Teams • SharePoint 		
▪ Microsoft Server Management	D	A / I
▪ Microsoft Virtual Server Management	D	A / I
▪ Microsoft Active Directory	E	A / I
▪ DNS, DHCP	D	A / I
▪ Knowledge of M365/azure cloud services	D	A / I
▪ Ability to articulate technical ideas to non-technical people, both verbally and in writing	E	I
▪ Knowledge and/or qualification in a recognised framework for IT service delivery, e.g., ITIL Foundation certification;	D	A
▪ Proven track record of ICT responsibility and delivering measurable improvements in ICT service delivery to meet organisational objectives	D	A
▪ Working knowledge of basic networks (LAN, WLAN, WAN) and internet topologies	D	A / I
▪ Working knowledge of relevant policies, procedures, codes of practice and awareness of relevant legislation	E	I
▪ Working knowledge and understanding of the range of relevant policies / codes of practice and awareness of relevant ICT legislation, including those relating to compliance with the GDPR and Freedom of Information Acts.	E	I
▪ Ability to troubleshoot and problem solve desktop and user-based technical issues quickly and efficiently	E	I
▪ Be confident in dealing with stakeholders at all levels	E	I
▪ Good interpersonal and communication skills, both written and verbal	E	I
▪ Ability to manage priorities in a pressurised environment whilst meeting agreed deadlines/timescales	E	I
▪ Be able to respond quickly and flexibly to changing deadlines and targets	E	I
▪ Experience of working in an education environment	D	A
▪ Understanding of client/server architecture and more recent cloud services	D	A
▪ Knowledge and understanding of IP telecommunications principles	D	A / I
▪ Willingness to keep up to date with the latest IT technologies, to advise and to maintain effectiveness	E	A / I

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Personal qualities and attributes		
▪ Have a high level of integrity and credibility	E	A / I
▪ Able to self-lead, develop and motivate to achieve goals	E	A / I
▪ Analytical and problem-solving skills	E	I
▪ Ability to perform the physical tasks required by the post	E	A / I
▪ Proactive approach to carrying out duties and responsibilities, with an ability to spot areas for continued service improvement.	E	A / I
▪ Be committed to continuous personal and professional development to maintain and extend skills and knowledge	E	A / I
▪ Good interpersonal skills with all members of the London and OAT community and 3 rd party support providers	E	A / I
▪ Reliable, honest, and trustworthy	E	A / I
▪ Able to work on own initiative, self-motivated and flexible	E	A / I
▪ Willingness to be trained and keep up to date with changes in all relevant legislation including health & safety	E	A / I
▪ A willingness to embrace and celebrate the ethos and values of OAT as an organisation	E	A / I