

IT Technician Level 1

Job Description & Person Specification

Reports to: Senior IT Lead (or nominated manager)

Hours: Full time, 37 hours per week, 52 weeks per year

Salary: KGA Support Staff Pay Scale Band 2, Points 2-3 (£24,413-£24,796 per annum)

Location: Trust-wide role supporting academies across Gosport and Portsmouth. The postholder will be required to work at any Trust site in line with service needs. Access to transport is desirable.

Main Job Purpose

This is an entry-level position within the Trust IT Service, focused on first-line support and escalation in line with agreed procedures, providing efficient, reliable, and friendly IT support to students and staff to ensure that hardware and software resources function effectively.

The Level 1 Technician will deliver hands-on IT support, enhancing staff and student experience by swiftly resolving technical issues, maintaining hardware and software, and providing clear, user-friendly guidance. They will ensure smooth daily operations by promptly addressing technical problems, minimising disruptions to learning and administrative activities. Working within defined procedures and under the supervision of senior IT staff, the postholder will not make significant system, network or security changes without authorisation and will work within defined processes and escalation routes at all times.

Principal Accountabilities

Customer Service and Incident Management

- Provide face-to-face and remote technical support and guidance to staff and students
- Respond to common IT requests, providing information or assistance to staff and students to enable fulfilment or resolution
- Prioritise and diagnose technical support incidents; applying agreed procedures and tools to investigate causes of incidents and seek resolutions
- Document and communicate outcomes of requests and incidents to staff, students and team members and close resolved incidents
- Provide first-line investigation and information gathering to enable escalation of unresolved incidents, communicating with users and stakeholders to provide updates on incident status

- Carry out basic troubleshooting and escalate issues promptly where they fall outside Level 1 procedures
- Assist with classroom and office IT setups, relocations and site moves
- Prepare and deploy devices for new starters and leavers
- Support the setup of equipment for events, exams and teaching activities

Hardware and Network Support

- Assist with hardware installation, upgrade and maintenance procedures following established safety, security and quality standards for hardware such as Chromebooks, laptops, PCs and peripherals
- Assist with proactively detecting, logging, classifying, and preventing problems in systems, processes, and services under the direction of your line manager or a senior technician
- Working under supervision, implement low-risk changes in accordance with defined change control procedures
- Assist with routine network tasks and the investigation of connectivity issues under guidance and agreed processes

Application and System Software Support

- Investigation and resolution of issues relating to end-user applications such as Google Workspace, Google Classroom, Arbor MIS, Adobe Creative Cloud and various Educational Software packages
- Assist with Operating System software deployment and administration tasks including monitoring system performance and resource usage, documenting system software settings and performing updates for ChromeOS, Microsoft Windows, macOS, iPad and iOS following agreed instructions

Information Security and Assurance

- Assist with implementing and monitoring security policies and protocols across different systems
- Assist with user identity lifecycle management, including account creation and deletion, operation of identity and access management tools and self-service portals
- Assist in the review of access controls and permissions, ensuring adherence to security policies
- Contribute to identifying and addressing potential risks in security governance and compliance
- Support the analysis of documented security incidents, escalating where appropriate
- Assist in maintaining records and documentation related to information assurance
- All access management activity must be undertaken strictly in line with authorised procedures and approval levels

Asset Management

- Use agreed procedures to create and maintain an accurate register of IT assets
- Perform activities related to the administration of assets
- Produce routine reports to assist asset management activities and IT decision-making

Safeguarding

- Ensure personal understanding of the duties and responsibilities in relation to child protection and the safeguarding of children and young people. This includes an understanding of the academies' Child Protection and Safeguarding Policies and the Trust's Code of Conduct and Behaviour Policy
- Ensure all issues relating to pupils are reported immediately to the delegated member of staff
- Attend mandatory training and refreshers to ensure a personal and up-to-date understanding of safeguarding requirements

Health, Safety & Security

- Ensure a personal awareness of and compliance with, policies and procedures related to health, safety, and security, confidentiality, and data protection
- Ensure concerns are reported immediately to the delegated member of staff
- Attend mandatory training and refreshers to ensure a personal and up-to-date understanding of relevant policies and practices

Equity, Diversity & Inclusivity

- Treat all members of the community with dignity and respect, promoting equality of opportunity and challenging discrimination
- Contribute to the development of a workplace culture that promotes equity, diversity and inclusivity

Additional Requirements

- The postholder will be required to work across multiple Trust sites in Gosport and Portsmouth in line with operational needs
 - The role will require occasional evening, weekend or Academy holiday working to support site moves, system changes, events or critical incidents, with appropriate notice and in line with Trust policies
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Person Specification**Essential Experience, Skills & Knowledge**

- Experience of providing customer service or technical support (paid, voluntary, placement or personal experience)
- Understanding of computers and technology such as PCs and laptops, mobile phones and tablets, Virtual Reality and Artificial Intelligence, Apple and Google hardware products, and associated peripherals
- Awareness of computer operating systems such as Microsoft Windows, Apple macOS, iOS, iPadOS, ChromeOS and Android
- Awareness of general computing concepts including local, web and cloud-based solutions, physical and virtual machines, Software as a Service, installation, configuration and testing of hardware and software

- Ability to communicate effectively in a variety of situations including formal and informal, both within their team and externally
- Strong customer service skills including the ability to understand how the end-user context influences priorities and solutions

Personal Attributes

- Friendly, approachable, and patient manner, demonstrating standard business courtesies and professional ethics in how they work
- Enthusiasm for technology and learning
- Resilience and an ability to remain calm under pressure
- Punctual, with strong organisational and time-management skills, demonstrating a proactive and organised approach to their work
- Ability to work professionally and independently, taking responsibility and initiative as appropriate
- A demonstrable aptitude for effective troubleshooting and problem-solving with the ability to identify appropriate solutions using both logical and creative thinking
- Ability to follow procedures accurately and escalate appropriately
- Commitment to safeguarding, data protection and information security
- Willingness and ability to work across Gosport and Portsmouth Trust sites in line with operational needs

Desirable

- Experience working in educational settings
- Familiarity with Google Workspace products including Google Mail, Google Docs, Google Drive, Google Meet and Google Classroom
- Awareness of Microsoft Active Directory, Microsoft 365 (including Office, Entra and Intune), and Arbor MIS
- Experience of using an IT helpdesk or ticketing system
- Entry-level academic or professional IT certification, for example:
 - CompTIA A+ Certification
 - Information technology A level
 - BTEC in IT
 - IT solutions technician (level 3) Apprenticeship
 - Microsoft 365 Certified: Fundamentals
- Willingness to undertake professional development
- Ambition to progress in an IT or Education-based career with potential progression to Level 2 Technician subject to performance and qualifications

This job description outlines the duties required at the current time and may be reviewed and updated in consultation with the postholder to reflect the changing needs of the Trust.