



WESTCOUNTRY SCHOOLS TRUST JOB DESCRIPTION

Job Title: ICT Junior Technician

Location: Cornwall Cluster – currently based at Callington Community College

Grade: Plymouth Payscale Grade C, point 5 - £25,583 per annum

Hours: 37 hours a week, Monday – Thursday 08.00 – 16.00, Friday 08.00 – 15.30, all year

Reports to: Cluster Network Manager

Job Purpose

To work under the direction of the Cluster Network Manager and school leaders to support the delivery of ICT across the local network to meet the needs of students, staff and stakeholders.

Duties and Responsibilities

General

- Supply 1st and 2nd line support to all trust end users.
- Carry out any daily checks required.
- Be prepared to provide remote support and visit other Trust sites within Cornwall.
- Assist the Trust in planning and execution of extensions, additions and re-arrangements of the ICT infrastructure.
- Assist in the management of all ICT resources, equipment and software to meet the curriculum and administration needs of all trust end users.
- Maintain and provide support for all aspects of ICT equipment and software.
- Log, process and escalate all ICT Support Helpdesk requests via the ticketing system.
- Assist the Senior Technician in any support duties.

Customer Service

- Maintain a high standard of ICT Support to all Trust end users.
- Ensure tasks are completed within SLAs and processes are detailed in the support knowledgebase.
- Facilitate clear and professional communication with all end users.
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Software

- Install and test new software and undertake problem-solving to ensure efficient working.
- Make software available to appropriate users.
- Keep all electronic devices patched and OS installs up to date.
- Install and maintain apps on tablet devices.
- Maintain secure storage and recording of media, licences, manuals and installation information.
- Setup servers under the guidance of senior ICT Support staff
- Set up workstations and laptops.



Hardware

- Check new ICT equipment on arrival, security mark, and record details as required.
- Maintain computer peripheral equipment such as scanners, printers, whiteboards, and projectors as directed.
- Carry out repairs of network and AV sockets.
- Maintain data cabinets and network infrastructure
- Assist with the periodic audit of ICT equipment.
- Assist in transferring equipment at trust sites.

Network Management

- Set up, maintain and remove network user accounts and groups where appropriate.
- Set up and maintain e-mail accounts.
- Carry out routine network maintenance tasks as appropriate.
- Ensure the anti-virus software is installed, kept up to date and working properly
- Assist with the configuration of images or standard installation of workstations/laptops/servers.
- Evaluate and test new hardware, software and server equipment.
- Liaise with Trust ICT Operation Managers on Network upgrades/changes.

Health & Safety

- Carry out basic safety checks to make sure ICT resources are safe for use.
- Follow relevant H&S procedures and raise awareness among staff, pupils and other users.

General for all posts:

- To act in accordance with, and actively promote, all Trust policies, including Safeguarding, Health and Safety and Equality & Diversity.
- To participate in Continuing Professional Development (CPD relevant to the role and to engage in Performance Development Reviews (PDRs).
- Preparing and contributing to Trust wide development by sharing best practice and delivering/receiving professional feedback.
- To retain confidentiality and maintain data and/or files in accordance with Trust policies for data governance, as appropriate for the role.

PERSON SPECIFICATION

E = Essential, D = Desirable

Method of Assessment The table indicates the possible method/s by which the skills/knowledge/level of competence in each area will be assessed.	Essential or Desirable	Application Form	Interview (or other selection activity)
QUALIFICATIONS:			
A minimum Grade C/5 in GCSE English and Maths or equivalent qualification.	E	X	
Evidence of further professional development in the ICT industry	D	X	
CompTIA A+, Network+ and/or Security+	D	X	
Microsoft Certifications	D	X	
EXPERIENCE:			
Experience working in technical support.	D	X	X
Knowledge of work-place procedures such as GDPR, health & safety, etc.	D	X	X
An understanding of cloud, hybrid and local infrastructure services.	D	X	X
Experience with IT service management processes.	D	X	X
Previous experience in an education setting.	D	X	
Previous experience within an ITSM or helpdesk setting	D	X	X
KNOWLEDGE, SKILLS AND ABILITIES:			
Excellent interpersonal skills and ability to communicate in technical and non-technical manners in both written and verbal formats.	E	X	X
Ability to understand a range of organisational and technical procedures.	E	X	X
Good analytical and problem-solving skills.	E	X	X
Good organisational skills and ability to work using your own initiative, prioritising workload, and as part of a team	E	X	X
Methodical approach with high attention to detail and ability to work under pressure.	E	X	X
Good with Microsoft Office Products.	E	X	X
Good with Windows 10/11 client operating systems.	E	X	X
Good with Windows Server platforms and associated technologies e.g. Active Directory, DHCP, DNS etc.	D	X	X
Experience with switches and wireless access points.	D	X	X
High level of personal and professional integrity.	E	X	X
Self-motivated and energetic approach to work.	E	X	X
A proactive team player, willing to listen and share experience.	E	X	X

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VALUES-BASED BEHAVIOURS:			
Compassion:			
Recognising need in others and acting with positive intention to promote well-being and improve outcomes		X	X
Aspiration:			
Works to high expectations, modelling the delivery of high-quality outcomes		X	X
Showing passion, persistence and resilience in seeking creative solutions to strive for continuous improvement and excellence		X	X
Integrity:			
Acting always in the interests of children and young people,		X	X
Acting with a consistent and uncompromising adherence to strong moral and ethical principles		X	X
Communicating with transparency and respect, creating a working environment based on trust and honesty		X	X
Collaboration:			
Creating a shared vision and working effectively across boundaries in an equitable and inclusive way to skilfully influence and engage others		X	X