

## Job Description : IT TECHNICIAN

### Key Information

**Post Title:** IT Technician

**Contract type:** Permanent (Term time only)

**Salary:** NJC Scale 4, Points 7-11

**Reports to:** IT Manager

**Location:** Healing Academy with some trust wide responsibilities

**Additional information:**

Occasional travel across Trust sites may be required

### Purpose of Post

- To support the provision of high quality, user-focused IT support to all staff and students within the Trust.

### Main Duties and Responsibilities

End-User Support:

- Provide friendly and helpful first-line technical support to end-users, ensuring a positive customer experience.
- Communicate technical information clearly and patiently, supporting users with varying levels of confidence in technology.
- Assist with identifying and resolving basic IT issues under the guidance of senior team members.
- Follow up with users to ensure that issues are resolved to their satisfaction.

Training & Documentation:

- Participate in on-the-job training to build knowledge of hardware, software, and IT systems used across the Trust.
- Support in creating simple guides and resources to help staff and students use IT effectively.
- Take part in professional learning to gain relevant IT qualifications.

Communication & Collaboration:

- Maintain open and timely communication with end-users, providing updates on the status of support requests.
- Respond promptly to user enquiries and ensure that users are informed of progress throughout the resolution process.
- Help foster a culture of IT awareness and understanding among end-users.
- Use the IT Helpdesk efficiently, ensuring that service requests are prioritised and resolved in a timely manner.
- Collaborate with other IT team members to continuously improve the customer service aspect of IT support.

Multi-Site Support:

- Travel to other Trust academies in the region to provide on-site technical support, including installation, configuration, and troubleshooting of hardware and software.

Website Support:

- Provide technical assistance and troubleshooting for the Trust's public-facing and internal websites, including escalating issues to the appropriate person or service provider.
- Support the integration and maintenance of website-related digital resources used by staff and students.

Other Duties:

- The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties which may be required from time to time. Any such duties should not however substantially change the general character of the post.

*We passionately believe that every child should receive the very best education that prepares them fully for the future*

## Person Specification : IT TECHNICIAN

<u>Specification</u>	<u>Essential</u>	<u>Desirable</u>	<u>Evidence</u>
Qualifications & Training	<ul style="list-style-type: none"> <li>5 GCSEs (incl. Maths and English Grade C or above) or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of continuous professional development and training</li> <li>IT related education or qualifications</li> <li>Google Educator Level 1</li> <li>Google Educator Level 1</li> <li>Google Certified Trainer</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>Confidence in speaking to staff, managers and students across a variety of contexts</li> </ul>	<ul style="list-style-type: none"> <li>Recent successful experience of working in the education / academy sector</li> <li>Technically experienced with a proven IT record</li> </ul>	
Professional knowledge & understanding		<ul style="list-style-type: none"> <li>Knowledge of AI</li> <li>Extensive Knowledge of Microsoft OS, Google Workspace, Apple OSX and IOS.</li> <li>Knowledge of software and network integrity and security</li> <li>The ability to manage maintenance and repair procedures</li> <li>Understanding of the configuration and deployment of Microsoft desktop operating systems</li> </ul>	
Skills	<ul style="list-style-type: none"> <li>Excellent written and oral communication skills</li> <li>Ability to build effective working relationships with colleagues and external partners at all levels</li> <li>Ability to work with accuracy, unsupervised and on own initiative</li> <li>Ability to troubleshoot</li> </ul>		
Personal Attributes	<ul style="list-style-type: none"> <li>Ability to maintain strict confidentiality in all matters</li> <li>A flexible approach and a strong work ethic</li> <li>Excellent time management and organisational skills</li> <li>Attention to detail</li> <li>High integrity with an ethically sound approach to building internal and external relationships</li> <li>Full UK driving Licence</li> </ul>		

Harbour Learning Trust is committed to safeguarding and promoting the welfare of children and young people. We expect all staff and volunteers to share this commitment.