

JOB DESCRIPTION AND PERSON SPECIFICATION

<u>Job Title:</u> ICT Technician	<u>Grade:</u> G (points 20-24)
<u>Job Family:</u> Organisational Support	
<u>Overall Purpose of Job:</u> As an ICT Technician, you will work as part of the Delta Academies Trust ICT support team to primarily maintain Delta Academies Trust infrastructure, service and solutions and provide support to staff and students across the trust or other agencies supported by the trust when required. You will provide on site support as required, tracking service tickets to ensure the required services are available to all users as needed. As part of the Trust's ICT team, you will join a growing dynamic team of committed technicians, engineers, and support staff to deliver ICT solutions across the Trust.	
<u>Main Responsibilities:</u> 1. You will provide maintenance, installation and support services to the Academy and/or core team site and the sites of other partner organisations within the Delta Academies Trust 2. You will work as part of the Delta Academies Trust ICT central support team 3. You will work in line with best practice Standard Operating Procedures and ensure processes and procedures are followed at all times. 4. You will contribute to the development of ICT and its use across the Trust 5. You will ensure that ICT facilities at all times are fully functional and secure 6. You will ensure proactive check lists are maintained and issues are escalated accordingly Software 7. You will install and test new software before release and maintain accurate SAM records 8. You will ensure software and data are available to appropriate users 9. You will ensure the anti-virus software is installed, kept up to date and working properly on all stations 10. You will ensure software and operating system updates are installed as appropriate Hardware 11. You will check new computer equipment on arrival and install as appropriate 12. You will ensure that the asset register is managed and maintained 13. You will maintain and troubleshoot the schools VoIP phone system 14. You will maintain computer peripheral equipment such as printers, scanners, whiteboards, projectors; ensure that these are prepared and ready to be used 15. You will trouble shoot and maintain all aspect of Trusts PC and server hardware 16. You will liaise with external support agencies, to resolve faults speedily 17. You will liaise with external suppliers for the repair of equipment under warranty or maintenance contract Network Management 18. You will liaise with core ICT and external suppliers regarding provision of user accounts 19. You will carry out routine network maintenance tasks 20. You will trouble shoot, maintain and upgrade the Trusts ICT infrastructure 21. You will follow supplier's recommended procedures	

Other duties

22. You will complete basic clerical duties related to the post
23. You will assist staff members with the use of ICT software and hardware

General

24. You will be aware of and comply with policies and procedures relating to child protection, inclusion, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person without delay.
25. You will participate in training and other learning activities and performance development as required.
26. You will ensure you carry out your role in a way that demands high standards whilst supporting inclusion and welcoming diverse thinking.
27. You will ensure strict confidentiality in all areas of work.
28. You will work and process personal and sensitive information in accordance with the Data Protection Act 2018 including the General Data Protection Regulations (GDPR) 2018.
29. You will ensure work is conducted in a way that protects the safety and security of information (e.g., strong passwords, reporting breaches, securing paper records, securely disposing of records).
30. You will understand and comply with the statutory guidance regarding safeguarding of children, always ensuring the safeguarding and promotion of children's welfare, reporting any concerns to the Designated Safeguarding Officer at once.
31. You will always comply with the Trust's policies and procedures.
32. You will undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation.

Knowledge, Skills and Experience

Essential

- Proven knowledge of network systems, their installation and maintenance and adaptation (A/I)
- Proven knowledge and experience of Microsoft Windows workstation & server environments (A/I)
- Proven knowledge and experience of Active Directory and Group Policy administration (A/I)
- High level of effective communication and interpersonal skills (A/I)
- Strong fault-finding skills and ability to propose effective solutions (A/I/R)
- Effective problem solving (A/I/R)
- Ability to work effectively in relation to the handling of ICT equipment (A/I)
- Ability to work creatively with colleagues to deliver agreed outcomes and contribute effectively to team working (A/I/R)
- Flexible and adaptable approach (A/I)
- Proven use of own initiative and can work effectively independently without excessive supervision (A/I/R)
- Proven ability to effectively understand when to consult, make decisions and defer to others (A/I)
- Proven ability to communicate effectively to a range of different people (A/I/R)
- Proven ability to plan, organise, prioritise and manage your own personal time effectively (A/I/R)
- Good understanding of health and safety issues and good practice (A/I)
- Strong organisational and personal management skills (A/I/R)
- Proven ability to work independently and be a team player (A/I/R)
- An ability to develop good working relationships with students and staff (A/I)
- Proven effective time-management skills (A/I/R)
- Use of a car for business use (a copy of your certificate of insurance will be required in order to have business mileage expenses reimbursed) (A/I/C)

Desirable

- Networking or computer engineering qualification at HND or higher (C)
- Good knowledge and experience of Cisco networking equipment and IP Telephony administration (A/I)

- Good knowledge of Microsoft SCCM for workstation and server management (A/I Good knowledge and experience of mobile device management (MDM) platforms (A/I)
- Good knowledge of Office 365 services and capabilities (A/I)
- Proven ability to support and maintain audio / visual equipment including Interactive touch screens, projectors, whiteboards and amplifiers (A/I)
- Proven ability to work effectively in an ITIL environment (A/I/R)

Key: C – Certificate; A – Application Form; I – Interview; R - Reference

Behaviours

- Flexible
- Reliable
- Team player
- Problem solver
- Clear communicator
- Organised
- Adaptable
- Solution focused
- Proactive

Contacts and Relationships

Managers - in daily contact with senior leaders/Heads of Academy/Principals

Support Staff – in daily contact with support staff in academies/core team

Trust Staff – in regular contact with Trust staff in academies/core team, specifically the Trust ICT team

External – in regular contact with suppliers, contractors as required

Note:

This job description is provided for guidance only and does not form part of the contract of employment.

The post holder will be subject to an enhanced DBS check with barred list.