



Part A - Grade & Structure Information

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| Job Family Code | 6RT | Role Title | ICT Support Engineer |
| Grade | P6 | Reports to (role title) | ICT Support Team Leader |
| JE Band | 192-227 | School | The Howard Partnership Trust |
| | | Date Role Profile created | February 2020 |

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. THPT reserves the right to review and amend the job families on a regular basis.

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| Role Purpose including key outputs | <p>Directly responsible to the ICT Support Team Leader.</p> <p>Directly responsible for no other staff members, but to work as a member of the ICT support team across The Howard Partnership Trust (THPT).</p> <p>To assist in supporting and maintaining the ICT infrastructure and systems for pupils and staff across THPT and its wider learning community.</p> <p>To support the ICT provision for pupils and staff within THPT and its wider learning community.</p> <p>To work as part of the ICT team sharing information, technical knowledge and project details to provide a comprehensive service.</p> <p>Respond and resolve helpdesk requests in a timely manner within the defined SLA's set.</p> |
| THPT Work Context and Generic Responsibilities | <p>Maintain confidentiality in and outside of the workplace.</p> <p>Be pro-active in matters relating to health and safety and report accidents as required.</p> <p>Support aims and ethos of the school setting a good example in terms of dress, behaviour, punctuality and attendance.</p> <p>Uphold and support the School's Policies and procedures on the Safeguarding of young people.</p> |

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| Line management responsibility if applicable | n/a |
| Budget responsibility if applicable | n/a |
| Representative Accountabilities Typical accountabilities in roles at this level in this job family | <p><u>Planning & Organising</u></p> <ul style="list-style-type: none"> • Support senior colleagues to deliver initiatives and projects as required. • Deliver a range of administrative and/or customer services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. <p><u>Policy and Compliance</u></p> <ul style="list-style-type: none"> • Adhere to established standards of service delivery to support any associated regulatory or technical compliance requirements. <p><u>People & partnerships</u></p> <ul style="list-style-type: none"> • Receive and respond to everyday enquiries from colleagues and customers to provide a timely, courteous and effective service. • May be required to assist in the recruitment, selection and supervision processes to ensure high standards of team delivery. • Communicate and liaise with external suppliers in providing routine maintenance and support. <p><u>Resources</u></p> <ul style="list-style-type: none"> • May be required to raise invoices and manage payments. <p><u>Analysis, Reporting & Documentation</u></p> <ul style="list-style-type: none"> • Provide and manipulate data for statistical purposes and run and present standard reports. • Assist in undertaking research and analysis of information and prepare reports in prescribed formats. • Prepare and dispatch a range of correspondence/ documents to ensure efficient response to enquiries and timely conclusion of any process connected with the defined area of activity. <p><u>Duties for all</u></p> <p>Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others. To have regard to and comply with safeguarding policy and procedure as appropriate.</p> |

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| <p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p> | <ul style="list-style-type: none"> • Good knowledge of Microsoft operating systems including Windows 10 • Working knowledge of common user applications such as Microsoft Office, Adobe Reader, browsers etc. • Good knowledge of end user devices including PCs, laptops, iPads, tablets and mobile phones. • Knowledge of Educational tools and software is desirable • Basic knowledge of Mac OS is desirable. • Basic knowledge of networking, servers and virtual servers • Ability to prioritise and work to SLAs • Understanding of impact of Health & Safety and Data Protection legislation in the context of ICT systems desirable • Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Willingness to undertake professional/vocational study where appropriate. • Basic understanding of the relevant area of work. • Good written and oral communication skills with the ability to build sound relationships with customers. • Good IT skills including database management systems, email and MS Office. • Ability to work with others to improve customer service. • Good administrative, analytical and organisational skills. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Typically previous relevant work experience in an environment supporting staff and/or public. |
| <p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p> | <p>The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS). THPT is committed to the safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.</p> |
| <p>Role Summary</p> | <p>Roles at this level typically work as part of a team to provide technical support and assistance within a given discipline and assist senior colleagues with their duties. They will carry out a range of technical administrative support or practical tasks using knowledge of general office routines and procedures, together with a broad understanding of the specific work of the service area. The work is within established processes and procedures and while it may not be subject to direct supervision, guidance is readily available. They will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day or week-to-week timescales,</p> |

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| | usually reacting to clear deadlines or processes. They support more senior staff by executing the detailed processes in specific aspects of the service area and will be fully versed in all the procedures of their specialism. |
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