STEP ICT TECHNICIAN

East Sussex Single Status Grade 7
37 hours per week

JOB DESCRIPTION

Reports to:
STEP Head of ICT /STEP ICT Training and Data Manager

General purpose of the post:
- Help raise attainment in ICT across STEP Academy Trust by ensuring resources are well maintained
- Ensure all stakeholders including staff, pupils and parents are supported in using ICT to aid teaching and learning
- Provide high performing and effective first line support for our Academies aligned with the STEP ICT Strategy

Key external contacts:
- LGfL, Atomwide, Capita: dealing with their helpdesks as and when required
- Suppliers of goods and services: follow up on deliveries
- Other LA's: Build relationships
- Government Departments: Fact finding

Key internal contacts:
- Colleagues : Admin staff, ICT Senior Technicians, Technicians and Apprentices
- Head of ICT: Attend and contribute at ICT meetings
- Head Teachers: advising on technical developments and service availability

Key areas for decision making:
- Identify most efficient solution if more than one option is available
- Make decisions regarding client ICT systems following own research and by utilising the Trust's knowledge, ask for support from senior colleagues if unable to find the best choice
- Ensure that requests for first line support are properly logged on the STEP ICT help desk; assigned and responded to in a timely manner and detailed in agreed response times. All calls on the helpdesk are prioritised based on the impact on teaching and learning and business critical tasks

Technical Support:
- Be responsible for system wide technical support to workstations, printers and our network installation
- Resolve basic problems associated with operating systems, networks, software, hardware,

printers etc in and around the Trust
- Ensure that a supply of consumable items such as printer cartridges and toners are maintained and reordered as required
- Maintain the back-up schedule of our network servers
- Ensure virus protection is kept up to date
- Maintain the hardware database with new and updated equipment following Trust policies for audit requirements
- Install new software and document its use
- Maintain the Trust's domain(s)
- Undergo any training linked to the development of ICT and disseminate the training to others

Pupil Support:
- Ensure that as far as possible, pupils are not exposed to inappropriate materials on the internet
- Work with staff, parents and pupils to promote safe use of ICT equipment and sites at school and at home
- Work to establish a supportive relationship with children and parents
- Encourage acceptance and inclusion of all children with special needs
- Ensure pupils know how to report any cyber bullying or activity which causes concern

Academy Support:
- Be aware of and follow all Trust policies and procedures, in particular policies related to the use of ICT equipment
- Undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post
- Work with the Head of ICT to prepare an action plan linked to required investment to ensure that ICT equipment meets the needs of the curriculum
- Obtain quotes, which represent best value, for new ICT equipment/repairs etc
- Run workshops, training events, family learning and clubs to promote the use of ICT

Data protection
- Being aware of STEP Academy Trust's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply
- Maintain records and archive systems in accordance with Trust procedures and policies as well as statutory requirements

Confidentiality
- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the Trust's databases. Any breach of these rules and protocols will be subject to disciplinary investigation

- There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement

Equalities and diversity
The Trust has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health & safety
Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.

Contribute to the team
- Undertaking training as required for the role
- Participating in the development, implementation and monitoring of service plans
- Championing the professional integrity of the service

This job description may be amended following discussion between the Head of ICT and member of staff, and will be reviewed annually.

PERSON SPECIFICATION

Essential Knowledge:

- Knowledge in customer service techniques for ensuring that full account is taken of users needs in the delivery of first line support
- Knowledge of trends and developments in the ICT industry and how these could value the user
- Knowledge of service delivery, support and training, including service desk, database administration, support documentation, quality assurance, service reviews, monitoring and reporting, etc
- Knowledge of Service Level Agreements and performance tracking to meet quality and user expectations
- Knowledge of asset, software and configuration management to best practice
- Knowledge of tools and methods for monitoring service (and systems) performance and improvement
- Knowledge of system and user administration functions, including system profiles, security and auditing
- Knowledge of information governance issues including data protection, freedom of information, data security and service specific standards (eg safeguarding children)
- Evidence of ongoing and relevant professional development

Essential Skills and Abilities:

- Ability to help deliver a range of first line support and onsite activities of varying complexity, including promotion of standards, methods and training
- Ability to help deliver system and user administration functions for critical systems, including service desk, user profiles, security and auditing
- Ability to demonstrate resilience when facing contradicting priorities or demanding workloads
- Ability to help improve a range of support activities including system and user administration, acceptance testing, user training and guides, change management, release management
- Ability to provide clear advice on support issues and not use jargon
- Ability to influence and unafraid to constructively challenge
- Able to process and analyse data quickly and effectively
- Able to work effectively as a team player
- A determination to deliver a high quality of service
- A consistently positive attitude to change
- Good organisational skills

Essential experience:

- Experience of ICT support within the education sector
- Experience in ICT service delivery, support, ICT helpdesk, system user admin, user training and documentation

An Enhanced DBS check is essential.