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| **Grade** | **Job Title** | **Capsule job profile** | **Competencies** | **Qualifications, Training and Development** |
|  | **Partnership ICT Engineer**  36 hours per week, 52 weeks per year  Full and part-time roles available  Business hours with some flexible arrangements according to need | Directly responsible to the ICT Support Team Leader.  Directly responsible for no other staff members, but to work as a member of the ICT support team across The Howard Partnership Trust (THPT).  To assist in supporting and maintaining the ICT infrastructure and systems for pupils and staff across THPT and its wider learning community.  To support the ICT provision for pupils and staff within THPT and its wider learning community.  To work as part of the ICT team sharing information, technical knowledge and project details to provide a comprehensive service.  Respond and resolve helpdesk requests in a timely manner within the defined SLA’s set.  **Main Duties:**   * To offer technical advice on the purchase of replacement items as necessary or required. * To regularly ensure equipment in rooms is in both a good state and in good working order. To rectify any equipment related issues in IT rooms on a pro-active basis by way of regular checks; Including the health and safety aspects such as protecting trailing cables. * Update ICT documentation including assets registers, software asset management records, user guides, ICT team procedures, password registers, etc. * To provide first and second line IT and telephony support for users via email, telephone and face-to-face * To provide school-based support for servers under the guidance of the centralised Infrastructure Team, including local eyes and ears assistance of adhoc and regular maintenance tasks such as backup media * Perform routine tasks on school-based infrastructure. * To install and upgrade hardware and software in line with licence entitlements * To promptly resolve incidents and queries, escalating when required, documenting solutions and providing regular updates to users. * Liaise with 3rd Party support, assisting with diagnosis and solution of problems. Ensure security and controls are followed and promoted across the Trust * To monitor stocks of consumables and advise ordering requirements * To create, update and delete user accounts for systems managed by the ICT Department according to THPT procedures * To maintain the school’s audio visual equipment including ensuring the good working order of equipment used in classrooms and for assemblies and functions, making sure it is user friendly * Assist with and input to department projects and change programmes * Support aims and ethos of THPT, setting a good example in terms of dress, behaviour, punctuality and attendance * Maintain confidentiality in and outside the workplace with particular regard to data on the partnerships computer systems * Be pro-active in matters relating to health and safety * Provide enhanced support during exam periods including ensuring PC-based exam candidates log on with unique restricted accounts | Post holders should demonstrate the competencies identified from the list below:   * Good knowledge of Microsoft operating systems including Windows 10. Working knowledge of Microsoft Office * Good knowledge of end user devices including PCs, laptops, iPads, tablets and mobile phones. * 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 * Willingness and adaptability in tackling the variety of tasks arising in a school environment * Act in a professional manner * Able to work and communicate with staff and students * Willingness to learn new skills * Ability to use your initiative and work as part of a team * Ability to be accurate and methodical * Strong troubleshooting * Uphold and support THPT’s Policies and procedures on the Safeguarding of young people | Good education to A Level, diploma or degree is desirable.  Full driving licence and access to a vehicle which is appropriately insured is required for this role. Mileage in excess of normal commute is paid.  Post holder should demonstrate a commitment to on-going professional development.  Training and development may  include:   * Induction Training * On Job Training * Familiarisation with school and THPT policies and practice * Support Staff Performance Management Programme * Safeguarding Training   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. |

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