



Guru Nanak Sikh Multi Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

Job Description

ICT & AV Technician (Scale 5 £22,284 with progression)

Line Manager: Senior Technician

Job Description

To be a member of the Technical Services team managed by the Senior Tech and under the direction of the Head of Operations to contribute to high standards of services to support teaching and learning across the Multi Academy Trust around the use of ICT and AV.

To make a significant contribution to the vision, delivery and direction of Guru Nanak Multi Academy Trust where innovation and inspirational learning for all is the core value.

Responsibilities and Tasks

- ❖ Maintain the ICT Helpdesk system covering 1st, 2nd and 3rd line with ITIL standards so that support can be given to the teaching and learning business of the Academy.
- ❖ Install and maintain standard cabling; perform basic diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software.
- ❖ Maintain the ICT Helpdesk system covering 1st, 2nd line support.
- ❖ Ensure that an up-to-date inventory of hardware and software is maintained and provide such information to the general office for financial and audit purposes.
- ❖ Stock control of consumables and print facilities.
- ❖ Maintain up to date security levels at all time in relation to virus & data hacking.
- ❖ Providing advice and support to compatibility of ICT equipment.
- ❖ Undertaking basic server admin tasks.
- ❖ To work to the agreed standards for operational effectiveness and customer services.
- ❖ To work in a rotational shift system with other members of the team to support the Academy during operational hours as directed by the Head of Business & Operations.
- ❖ To maintain & set-up the PA system when required for events.
- ❖ To manage the delivery and procurement of AV equipment for all departments
- ❖ Maintain and update the Academy website via a CMS system.
- ❖ Be involved with the creation and distribution of the Academy newsletter.
- ❖ To take on areas or reprographics when in need which is heavily lead by technology.
- ❖ Attend relevant and appropriate meetings as documented on the Academy calendar.
- ❖ Participate with Academy CPD and Performance Management processes.
- ❖ Responsible for promoting and safeguarding the welfare of children and young persons that the post holder is responsible for or comes into contact with.

Support for the Academy

- ❖ To be aware of and comply with policies and procedures relating to child protection, health and safety, security and confidentiality, reporting all concerns to the appropriate person
- ❖ To recognise own strengths and areas of specialist expertise and use these to advise and support others
- ❖ To support the Academy's mission statement, vision and strategic objectives
- ❖ Raise with other schools and agencies to promote a multi- professional approach to the education of pupils within the Academy
- ❖ To be responsible for promoting and safeguarding the welfare of children and young persons that the post holder is responsible for or comes into contact with.

General

- ❖ To undertake any other duties commensurate with the post as may be required by your line manager or the Principal.

Equal Opportunities

- ❖ The member of staff will at all times carry out the duties and responsibilities of the post with due regard to the Academy's equal opportunities policies.

Health & Safety

- ❖ In addition to the specific responsibilities of this post, every member of staff at Guru Nanak Multi Academy Trust will commit to:
- ❖ Ensuring that the Academy's policies and procedures, in relation to the role, on health and safety are met
- ❖ Taking responsibility for all risk assessments and establish and manage a proactive Health and Safety Service throughout the Academy, in relation to the role.

This job description sets out the duties of the post at the time it was drawn up. The post holder may be required from time to time to undertake other duties within the Academy as may be reasonable expected, without changing the general character of the duties or the level of responsibility entailed.



Person Specification

ICT & AV Technician

1. Knowledge and Experience	Essential	Desirable
At least 2 years of experience within IT	✓	
Experience of professional qualifications A+, MCP, ITIL		✓
Hardware & software fault finding	✓	
Experience within the education sector	✓	
Understanding of IT Support service and SLA's		✓
Basic Server admin duties	✓	
Video editing		✓

JD ICT Technician

PC / Laptop imaging / deployment	✓	
Understanding of Virtual Networks	✓	
Windows Server 2008 R2 and above	✓	
Understanding of Networking with HP (Comware)		✓
Understanding of Virtual Networks	✓	
Understanding of wireless technologies (Meru)	✓	
Understanding of service delivery	✓	
2. Skills & Knowledge	Essential	Desirable
Ability to communicate effectively with different audiences, orally and in writing.	✓	
Ability to work to tight deadlines	✓	
Ability to use ICT both as a teaching tool and for administrative purposes.	✓	
Develop good relationships with pupils, parents, staff, governors and the community	✓	
Create a positive, challenging and effective learning environment	✓	
The capacity to inspire and motivate others – both adults and students	✓	
3. Personal Qualities	Essential	Desirable
Suitability to work with children	✓	
Enthusiasm, determination and an insistence on high standards	✓	
A sense of humour.	✓	
Excellent attendance and punctuality.	✓	
Willingness to learn new skills and approaches and to share the experience with others.	✓	
Belief in the value of individuals.	✓	