*Herts & Essex Multi-Academy Trust*

**SUPPORT STAFF JOB DESCRIPTION**

**Job Title:** ICT Technician

**Job Holder:**

**Reports to:** Strategic Leader of ICT

**Date:** October 2018

**1 Purpose of Job**

* To play a part in the delivery of ICT at the Trust working, as part of the Network Support Team.
* To ensure that appropriate ICT support is available to all staff.

**2 Main Areas of Responsibility**

* To receive all incoming queries and escalating to the Network Manager where required.
* To support the Network Manager in efficiently and effectively maintaining the ICT system in order to provide a service which enables the Trust to meet its teaching and administrative aims and objectives.
* Assist staff by being available in class providing support as needed.
* To support the maintenance of non-domain devices eg laptops provided by the Trust. This to include supporting the carrying out of upgrades and patches, the installation of anti-virus software etc.
* To record and maintain suitable stock levels for consumables for the Trust.
* To support staff in using and creating content for a wide variety of purposes
* To provide support to users with the use of Microsoft Office, SIMS.net and creativity software such as Sibelius, Adobe Photoshop and Premiere.
* To prepare media to be used for presentations, shows and concerts.
* To provide sound, lighting and ICT support for all school events (some of which will be outside school hours).
* To carry out any other ICT duties as directed by the SLICT.

**3 Line Management**

* To attend minuted line management meetings occurring weekly on a formal basis alongside the network support team. Informal meetings are arranged as the need arises.

**4 Supervision**

* The majority of this work will be undertaken entirely without supervision. Matters of policy are discussed as the need arises with the line manager, by whom work is also monitored.

**5 Person Specification including Knowledge, Experience and Training**

* Basic literacy and numeracy, equivalent to at least GCSE English and Maths at grade C or above.
* Previous Experience Supporting a variety of Operating systems including: *Windows 7,8,10,STA, Windows Server 2008 R2 2012, 2016,OS/X*
* Previous Experience Supporting a variety of productivity software: *Microsoft Office,*
* *The Adobe Creative Suite package, knowledge of SIMS.net would be advantageous (but not essential)*
* Previous experience of supporting the use of a wide variety of devices, including: *Apple and Android phone and tablets, interactive white boards would be advantageous (but not essential), large format displays would be advantageous (but not essential), projectors would be advantageous (but not essential)*
* Previous experience working with: w*ired networking technologies, wireless networking technologie*s
* Basic understanding of the following Microsoft technologies: *Active Directory, Group Policy, Previous experience of RM CC4 would be advantageous (but not essential)*
* Audio Visual Skills: Previous experience delivering sound and lighting for stage shows this will include: *the use of digital programmable sound and lighting desks, wired and wireless microphones*

Characteristics

The post holder is likely to exhibit the following characteristics:

* Be interested in the education and learning of young people.
* Excellent problem solving skills
* Be fair and objective.
* Be organised and accurate.
* Have drive, energy and tenacity.
* Be approachable, patient, tactful and diplomatic.
* Be able to work under pressure and with others who are under pressure.
* Be able to generate ideas and solutions.
* Be an able and persuasive communicator, both spoken and written.
* Be able to communicate technical matters to a non-technical audience, clearly and succinctly.

**6 Safeguarding Children**

* The school is committed to the safeguarding of the children in its care. To this end all employees will need to undergo pre-employment checks including references, a check of any relevant qualifications, photo and address identification.
* All posts in a school are deemed to have a high degree of contact with children and are, therefore, exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the Criminal Records Bureau as part of the pre-employment checking process. Additional information about the Criminal Records Bureau and the checking process is in the guidance notes accompanying the form.

**7 Additional Information**

* All employees are expected to contribute to and support the overall aims and ethos of the Trust and to participate in training, performance management and personal development.
* All employees will need to confirm their right to work in this country, or seek sponsorship to work via the Trust, where appropriate.
* This role will involve work at several sites across Bishop’s Stortford (currently Beldams Lane, Warwick Road and Penningtons) therefore access to a car and the ability to drive is essential for the post holder.
* This is a ‘job description’ only and is not necessarily a comprehensive definition of the post. It may be subject to modification or amendment, after consultation with the holder of the post.

**8 Contracted Hours and Pay Scale**

* Full-time, 37 hours per week, 52 weeks inc 24 days’ paid holiday (in addition to bank holidays) pa. Hours vary in school holidays.
* A proportion of this work will occur after school and at weekends leading up to major productions, *(time off in lieu would be honoured for these events)*
* Salary: Hay 7 plus London Fringe