*Primary Purpose of the role*

* To support development and delivery of IT facilities within school.

*Responsibilities:*

* To manage computer hardware, software and systems and provide technical support on the network to ensure effective IT provision to for both curriculum and administrative purposes.
* Assist in the resolution of network problems, maintain and repair hardware and software to enable the smooth running of all IT systems.
* Carry out audits of internet usage, add filters where necessary and report as appropriate in line with policy.
* Work with the Endeavour MAT Head of IT and other colleagues to ensure the effective running of IT provision.
* Contribute to the maintenance website
* Attend training as required.
* Keep systems up-to-date through operating system and other upgrades
* Monitor networking equipment and servers.
* Assist with the consideration, implementation, and ongoing support of new software and systems.
* Provide helpdesk support for user and network issues.
* Provide technical support either by phone, remote access or desk-side as appropriate.
* Set up equipment for new users.
* Install, test and monitor servers, firewalls, and new software.
* Install and update network system improvements as directed.
* Assist with Servers, LAN/WAN technologies, computer repair/troubleshooting software, networks, virus protection, Wi-Fi technology, and any other IT related projects.

Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

To undertake any other duties commensurate with the post.

Person Specification

|  |  |  |
| --- | --- | --- |
|   | Essential  | Desirable  |
| Qualifications  | Level 2 Diploma (or equivalent) and proficient technical, practical and computer skills Good general level of education including competence in literacy and numeracy   |   |
| Training & Experience  | Previous experience of similar work  Experience in the use of Windows Server 2016/ Windows 10 / Office 2016 and previous versions of the same.  | Experience of working within a secondary school   |
| Skills, Abilities & Knowledge  | Disassembly, cleaning and reassembly, of equipment  Ability to exchange information both verbally and in writing with colleagues, students and suppliers  Ability to repair equipment when viable.  Understanding of GDPR implicatins for IT Knowledge of appropriate use of relevant equipment, hardware and software Configurations Up to date awareness of current IT developments.  |   |
| Personal Qualities  | Good interpersonal skills and ability to establish good working relationships with students and colleagues  Regard for Confidentiality & sensitive nature of data  | Understanding of promoting positive relationships within the wider school and multi-academy trust community  |
|  |  Excellent administrative and organisational skills, including attention to details and ability to perform under pressure  Ability to work on own initiative or as part of a team, covering for colleagues if needed  Willingness to constructively challenge the work of self and IT colleagues to continually improve own and team performance  An understanding of child protection and safeguarding in relation to children and adults in educational establishments  |  |