Job Description

ICT Technician

Responsible to:	Network Manager
Job purpose:	To support and maintain the Academy Trusts ICT networks and client systems and services, for effective and safe operation. To provide support to teachers, staff and students in the appropriate use of ICT. To work with the Network Manager/IT Systems Administrator and IT Team to improve and enhance IT provision in each of the Primary Academies and across the whole Trust.
Arrangement	37 hours per week "Whole Time" (working the full year with a holiday entitlement) Monday to Thursday 8am-4pm, Friday 8am-3.30pm
Salary	SCP 14-17, £16,781 to £17,772 per annum

Main responsibilities of the post:

- To use their professional skills and judgement to maintain the Academy Trust's ICT systems and services for effective and safe operation
- To provide effective support to teachers, staff and students in the appropriate use of ICT
- To contribute to the development of the Academy Trust's ICT support service, so as to provide high quality IT support, that meets the needs of all users
- To support the use of ICT systems and services within each of the Trusts Primary Academies
- To assist and support the IT Systems Administrator in the maintenance of all Academy Trust IT systems and services
- To provide support and instruction to other members of the Trust IT Team, as may be required

Desktop & Application Support

- Connect, set up and configure IT hardware for normal operation
- Perform routine maintenance tasks, including software builds on machines and setting common and bespoke configuration options as may be required
- Effectively deal with incoming requests to the service desk, responding to them in a timely manner and escalating those that require the attention of others in the Trust IT Team
- Support and maintain projection, digital signage and CCTV systems across the Academy Trust

Network Systems Support

- Perform routine and/or specific tasks for user accounts
- Configuration and deployment of software and services remotely across the networks
- Assist in the maintenance and support of the Academy Trust's managed print, SIMS MIS, cashless catering, telephone, email and classroom management systems etc
- Support Academy Trust wireless technologies such as Digital Telephones, iPads, iPods and Laptops etc

Configuration & Installation

- Follow an acceptance test procedure for new ICT systems and services
- Update records of installed hardware and software in a central database

Continuity, Maintenance & Security

- Follow routine maintenance procedures
- Ensure all newly built systems have anti-virus software installed

- Report any security issues to the Network Manager/IT Systems Administrator

Support Request Management

- Record accurately support requests, outcomes and time taken in the Academy's service desk
- Investigate requests for support; record diagnostic information, retrieve details of similar requests and either resolve or escalate to the appropriate level

Internal Support Arrangements & External Contracts

- Work to the Academy Trust's support service definition; report on variations to contracted services and escalate contract/warranty issues appropriately
- Work with external support agencies to afford solutions to issues arising on any Academy Trust systems and services and ensure that they are kept updated and maintained

Educational Awareness

- Attend and support staff training sessions, to increase personal understanding of how ICT is used in specific contexts

Health & Safety

- Carry out full safety checks
- Follow relevant H&S procedures and raise awareness among teachers, students and support staff
- Report any issues to the Network Manager/Premises Manager

Other duties

- Display commitment to the protection and safeguarding of children and young people
- Comply with the Academy Safeguarding arrangements at all times and provide personal documentation or details to facilitate any checks that are required
- Develop professional relationships with Academy and Trust stakeholders, and persons or bodies outside the Academy
- Act as an ambassador for the Trust community, to support the Academy Trust's distinctive aims and ethos and to encourage staff, students, parents and stakeholders to follow this example
- Promote the Academy Trust positively with the local community
- Support the Academy during social times in accordance with the Academy duty rota.
- Attend relevant meetings and events as outlined on the Academy Trust calendar
- To undergo an annual performance management review
- Be aware of and comply with, the Academy Trust's policies and procedures at all times
- To attend and perform in accordance with the Academy Trust expectations
- In addition to the above to undertake any other duties appropriate to the grade of the post

Freebrough Academy and Teesside Learning Trust are committed to Safeguarding and promoting the welfare of children and young people.

All appointments are subject to satisfactory checks prior to and throughout the duration of employment. All checks are mandatory and must be completed to the satisfaction of the Trust before a conditional offer of employment is confirmed.

NOTES

The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. This job description will be reviewed regularly and it may be subject to modification or amendment at any time. This job description does not form part of the contract of employment. It describes the responsibilities that the post holder is expected to perform.