



JOB DESCRIPTION

JOB TITLE	Trust ICT Technician
SALARY GRADE	A8 – A14, £20,833 - £24,467
RESPONSIBLE TO	Head of IT
HOURS OF WORK	37.5hr per week, All year round

Role Purpose

The IT Technician's role is to ensure proper computer operation so that end users can accomplish trust tasks. This includes receiving, prioritising, documenting, and actively resolving end user help requests. Problem resolution will involve the use of diagnostic tools and tracking of helpdesk tickets via the trust IT helpdesk system.

Main Duties and Responsibilities

KEY RESPONSIBILITIES

STRATEGY & PLANNING

- Evaluate documented resolutions and analyze trends for ways to prevent future problems.

ACQUISITION & DEPLOYMENT

- Create purchase order requirements for any ICT equipment the trust may need.
- Liaise with vendors for the procurement of new systems technologies; assist with installation and resolve IT issues.

OPERATIONAL MANAGEMENT

- Field incoming help requests from end users via the helpdesk, telephone and e-mail in a courteous manner.



- Document all relevant end user identification information, including name, department, contact information, and nature of problem or issue.
- Build rapport and elicit problem details from help desk customers.
- Prioritise and schedule problems. Escalate problems (when required) to the appropriately experienced technician.
- Record, track, and document the help desk request problem-solving process using the helpdesk, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and frequently asked questions resources to aid in problem resolution.
- Identify and learn appropriate software and hardware used and supported by the academy.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications and installing anti-virus software.
- Performing preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow-ups to help requests.
- Image laptops and desktops using department specific images.

POSITION REQUIREMENTS

KNOWLEDGE & EXPERIENCE

- Knowledge of computer hardware, including laptop, desktop and mobile components.
- Has worked in the field of computing for at least 2 years
- Working knowledge of a range of diagnostic utilities, ranging from integrated BIOS diagnostics, to Server Management utilities.
- Experience with desktop and server operating systems, ranging from Microsoft Windows Server 2008-2022, Windows 7-11. Experience to also reflect the ability to strive in advancements of Operating Systems from Microsoft and Google.
- Knowledge of google apps
- Good understanding of the academies goals and objectives.

PERSONAL ATTRIBUTES



- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language.
- Highly self motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills.
- Strong documentation skills

The Trust is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.

This job description sets out the main duties and responsibilities of the post and each individual task may not be identified. The post holder will be expected to undertake such other duties as reasonably correspond with the general character of the post and are commensurate with its level of responsibility.

This job description will be kept under review and may be amended from time to time, following consultation with the post holder, to reflect changing organisational needs.

Where the post holder discloses that they have a disability, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be fully considered.

Probation Period

Post holders who are new to the Trust will be subject to a probation period of 6 months. The probation period provides a structured framework to ensure employees are inducted into the Trust and understand the standards expected of them in terms of performance, attendance and behaviour.



Person Specification

This person specification will be used when shortlisting candidates for interview.

	Essential /Desirable	Method of Assessment
Qualifications		
5 A* - Cs at GCSE including English and Maths.	Essential	AF
Qualification of training relating to ICT Technician role.	Essential	AF
Experience		
Previous experience of a similar role within an educational environment	Desirable	AF, I
Skills & Knowledge		
Ability to absorb and retain information quickly	Essential	I
Keen attention to detail	Essential	AF, I
Willingness to learn new skills	Essential	AF, I
Ability to effectively prioritise and execute tasks in a high-pressure environment	Essential	AF, I, T
Good customer service skills	Essential	I
Good written and oral communication skills	Essential	AF, I
Ability to install and manage software packages	Essential	I
Knowledge of moving and handling procedures and an ability to carry out tasks with regard to Health & Safety procedures	Essential	AF, I
An ability to undertake all physical aspects of the role and to utilise relevant equipment	Essential	I
A command of spoken English which is sufficient to enable the effective performance of the role, including the ability to speak with confidence and accuracy and the ability to listen and respond appropriately depending on the audience.	Essential	I
Attitude & Impact		
An ability to work as part of a team	Essential	I
An ability to relate well to children and adults within the School environment.	Essential	I
Tact and diplomacy in all interpersonal relationships with the public and colleagues at work.	Essential	I
Self-motivation and personal drive to complete tasks to required timescales and quality standards	Essential	I
The flexibility to adapt to changing workload demands and new organisational challenges	Essential	I
Personal commitment to ensure services are equally accessible and appropriate to the diverse needs of service users.	Essential	I
Commitment to continuous self-development	Essential	AF, I
Commitment to continuous service improvement	Essential	AF, I
Personal		
Enhanced DBS Clearance	Essential	PEC
Can evidence proof of right to work in the UK	Essential	I
Minimum of two appropriate references	Essential	AF, R

- AF – Application Form



- T – Test
- I – Interview
- C – Certificate
- R – Reference
- PEC – Pre-Employment Checks

Any candidate with a disability who meets the essential criteria will be guaranteed an interview.

Staff Benefits

- Access to Staff Employee Assistance Programme & other staff wellbeing services
- One additional 'Flexi-Day' of paid leave that can be taken during term time after 6 months' service
- Free On Site Parking
- Cycle to Work Scheme & On Site Bike Storage
- Car Leasing Scheme
- On Site Gym & Changing Room Facilities
- Electric Car Chargers
- Discounted Staff Bistro
- Free Tea & Coffee

Payroll & Pension

- You will automatically become a member of the Local Government Pensions Scheme (unless you opt out)
- Staff are paid by BACS transfer into their bank account on the last working day of the month, unless notified otherwise

Safeguarding

DBS	This post requires DBS clearance and is subject to Enhanced clearance from the Disclosure and Barring Service as well as a range of other safeguarding checks.
Rehabilitation of Offenders Act 1974	The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website. You are not required to provide details of criminal convictions at application stage, however if shortlisted for interview you will be



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	asked to supply further information, which will include spent convictions.
Online Searches	Any candidate selected for shortlisting may be subject to an online search as part of our due diligence. Online searches do not form part of our shortlisting process, however any issues of concern that come up during an online search may be discussed with the candidate at interview.