

Job Description

Job Title: IT Technician

Department: IT Support

Responsible to: IT Systems Manager

Hours: Full time/part time or casual

There may be a requirement to occasionally work evenings and weekends for events and to respond to callouts outside working hours/weekends in the event of a major failure.

Job Purpose

To provide front line IT support for students and staff at New Rickstones Academy, Maltings Academy and Witham Sixth Form Centre in order that IT systems are fully functioning at all times, IT Service Level Agreements are maintained and an outstanding level of customer service is provided to staff and students.

***In addition for IT Technician Band 3:** To support the IT Systems Manager in the continual development of the IT Systems and provision of IT Support and deputise in their absence, working closely with all staff in the IT Support Team between Academies.*

Safeguarding

Our academies are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

Main Duties

- 1.1 To act as a first point of contact for staff and students reporting IT issues, providing an outstanding level of customer service across multiple sites
- 1.2 To log, manage, and update all support calls through the IT Support Helpdesk system.
- 1.3 To create, edit and manage network user accounts, email accounts and appropriate user groups and data.
- 1.4 To create, edit and manage user accounts in academies bespoke systems
- 1.5 To troubleshoot complex faults, maintain and support the use of all academies IT equipment including laptops, desktop PC's, Apple Macs, Chromebooks, iPads, wireless devices, printers, mobile phones and other classroom technologies.
- 1.6 To support all in house hardware and software systems including, CCTV, access control, cashless catering, telephone & printing
- 1.7 To monitor synchronisation between Academies IT Systems

- 1.8 To be responsible for and maintain an asset register to ensure the physical security of all systems and IT equipment and life-cycle replacement.
- 1.9 To produce daily reports to IT Systems Manager
- 1.10 To carry out daily checks and repairs on all IT Equipment in classrooms.
- 1.11 To liaise with third party suppliers for additional support where required.
- 1.12 To support the use of Google Apps including Google Apps for Education.
- 1.13 To setup IT equipment for exams
- 1.14 To provide IT support for internal events and external lettings
- 1.15 To document IT processes for tasks and systems (tcards)
- 1.16 To ensure a safe and healthy environment is maintained within the departmental area, referring any areas of concern to Line Manager

Additional Tasks for Band 3 only

- 2.1 To ensure antivirus software is up to date.
- 2.2 To add new hardware to the network inclusive of creating images and deployment of tested images.
- 2.3 To carry out DSE assessments referring on any issues to line managers / IT Systems Manager as appropriate
- 2.4 To take responsibility for specific IT work areas as directed by the IT Systems Manager.
- 2.5 To undertake complex short term and long term project work as directed by the IT Systems Manager.
- 2.6 To support the IT Systems Manager in monitoring & maintaining academies virtual & physical servers, core switches and VLANs
- 2.7 To monitor and maintain backup schedules.
- 2.8 To work with the IT Systems Manager to continually develop the of the Academies IT provision and support change.
- 2.9 To support and provide on-job training for other members of the team.
- 2.10 To deputise for the IT Systems Manager in their absence.
- 2.11 To deputise for out of hours calls in the event of a system failure.

General

- 3.1 To attend required meetings and training sessions
- 3.2 To participate in the appraisal process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager
- 3.3 To comply with individual responsibilities for health & safety in the workplace in accordance with the academies' Health & Safety Policies and Procedures. This includes completion of health and safety training
- 3.4 To ensure that all duties and services provided are in accordance with the academies' Equal Opportunities Policy
- 3.5 To maintain confidentiality in all academy related matters
- 3.6 To undertake any other duties commensurate with the post, as directed by Line Manager

Notes

1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.
2. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out
3. The job description is not a comprehensive definition of the post. It should be reviewed annually by the Line Manager and post holder. It may be subject to amendment to meet the changing demands of the academy at the reasonable discretion of the Head of Academy
4. This job description does not form part of the contract of employment

Other Clauses

1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.
2. 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.
3. The job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post.
4. This job description may be varied to meet the changing demands of the academy at the reasonable discretion of the Principal/Group/Chief Executive
5. There may be occasions when it will be necessary to cover other Administrative roles within the academy or to work with the administrative team when there are peaks and pressing issues.
6. This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.
7. Postholder may deal with sensitive material and should maintain confidentiality in all academy related matters.

Safeguarding

We are committed to safeguarding and protecting the welfare of children and expect all staff and volunteers to share this commitment. A Disclosure and Barring Service Certificate will be required for all posts. This post will be subject to enhanced checks as part of our Prevent Duty.

Person Specification

Criteria	IT Technician Band 2	Senior IT Technician Band 3
<p>1. Specialist Knowledge & Experience</p> <p>Essential</p>	<ul style="list-style-type: none"> ● Experience and good working knowledge of:- <ul style="list-style-type: none"> - Microsoft Office suite - Desktops, laptops and printers including fault finding and troubleshooting - Network infrastructure (including wireless) - TCP/IP, DHCP, Active Directory, Group Policy, LAN/WAN technology ● Experience of a helpdesk call logging system ● Excellent literacy and numeracy skills ● Experience of maintaining a safe working environment ● Knowledge of Health & Safety relating to IT ● Knowledge of Data Protection with experience of maintaining confidentiality 	<ul style="list-style-type: none"> ● Significant experience and technical knowledge of:- <ul style="list-style-type: none"> - Microsoft Office suite - Desktops, laptops and printers including fault finding and troubleshooting - Network infrastructure (including wireless) - TCP/IP, DHCP, Active Directory, Group Policy, LAN/WAN technology - Microsoft Windows computer networks (Windows 7, Windows Server 2008) - VMWare knowledge - Switches - Apple products (Macs, iPads, iPhones) ● Experience of a helpdesk call logging system ● Excellent literacy and numeracy skills ● Experience of maintaining a safe working environment ● Knowledge of Health & Safety relating to IT including Display Screen regulations and guidance ● Knowledge of Data Protection with experience of maintaining confidentiality
<p>Specialist Knowledge & Experience</p> <p>Desirable</p>	<ul style="list-style-type: none"> ● Experience and technical knowledge of:- <ul style="list-style-type: none"> - Microsoft Windows computer networks (Windows 7, Windows Server 2008) - VMWare knowledge - Switches - Apple products (Macs, iPads, iPhones) - VLANs - Google Apps for Education - Telephone systems - Backup Exec or similar 	<ul style="list-style-type: none"> ● Experience and technical knowledge of:- <ul style="list-style-type: none"> - VLANs - Google Apps for Education - Telephone systems - Backup Exec or similar backup system - MIS Systems ● Relevant IT qualification

	backup system - MIS Systems • Relevant IT qualification	
2. Organisation & Planning Essential	• Experience of planning and managing a busy workload and conflicting priorities to deadlines • Ability to plan work on a monthly basis	• Experience of planning and managing a busy workload and conflicting priorities to deadlines • Ability to plan work on a termly (3-4 monthly) basis
3. Problem Solving & Initiative Essential	• Experience of resolving IT problems independently - first line & second line support • Experience of using initiative/working independently • Ability to stay calm under pressure • Ability to work effectively in changing situations	• Experience of resolving complex IT problems independently - first line & second line support • Experience of using initiative /working independently • Ability to stay calm under pressure • Experience of managing change • Experience of developing and implementing processes and procedures • Ability (or potential to develop in the role) to deputise in the absence of IT Systems Manager
4. Communication Essential	• Excellent communication skills with ability to use clear language to communicate information unambiguously both verbally and in writing • Ability to communicate and support users across multiple sites	• Excellent communication skills with ability to use clear language to communicate information unambiguously both verbally and in writing • Ability to communicate and support users across multiple sites
5. People Skills & Customer Focus Essential	• Experience of building and maintaining effective relationships with others and negotiating effectively • Experience of working effectively as part of a team • Demonstrate a commitment to equality • Experience of providing an outstanding level of customer service to internal/external customers (anticipating and exceeding customer needs)	• Experience of building and maintaining effective relationships with others and negotiating effectively • Experience of working effectively as part of a team • Experience of providing an outstanding level of customer service to internal/external customers (anticipating and exceeding customer needs) • Demonstrate a commitment to equality

6. Safeguarding Essential	<ul style="list-style-type: none"> • Understanding of safeguarding / child protection procedures 	<ul style="list-style-type: none"> • Understanding of safeguarding / child protection procedures
7. Other Essential	<ul style="list-style-type: none"> • Willing to develop and learn in the role and undertake appropriate training courses • Demonstrable commitment to high ethical and personal values • Role involves manual handling and continual VDU use • Role requires flexibility to meet academy needs including working at Maltings Academy, New Rickstones Academy and Witham Sixth Form Centre. 	<ul style="list-style-type: none"> • Demonstrable commitment to own professional development, able to identify training needs and identify opportunities to meet them • Demonstrable commitment to high ethical and personal values • Job involves manual handling and continual VDU use • Role requires flexibility to meet academy needs including working at Maltings Academy, New Rickstones Academy and Witham Sixth Form Centre.