



# Kingsthorpe College



**POST TITLE**  
**RESPONSIBLE TO**  
**SALARY GRADE**  
**HOURS**

**IT Technician**  
IT Services Director  
Orbis Scale Points 9-11 (£19,068 to £20,034)  
37 hours per week  
Monday to Friday 8.00am to 4.00pm  
52 weeks per year

**Location**

Primarily based at Kingsthorpe College, Northampton

## **OUTLINE OF THE ROLE**

To provide support and guidance to all users of IT and Audio Visual systems, equipment and services at Kingsthorpe College, and assist the wider Orbis IT Services Team with the maintenance and development of those systems, equipment and services.

You will take pride in responding quickly and effectively to all support requirements and will have an open approach to helping all staff and students to get the best out of the school IT systems.

## **PRINCIPAL DUTIES & RESPONSIBILITIES**

- To understand and be fully committed to the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding young people, especially within the context of IT in schools.
- Provide support of IT equipment to staff, students, and visitors to the schools.
- Carry out day to day maintenance and administration of the IT systems and network, such as password resets.
- Identify the cause of faults and undertake basic repairs and maintenance of hardware.
- Prepare computers with appropriate software ready to use, as required, by staff and students.
- Monitor and update anti-virus software, internet, and email filters.
- Maintain printers by changing toner and ink cartridges, head cleaning, and fault diagnostics.
- Liaise with external partners and suppliers as necessary.
- Carry out day to day helpdesk ticket resolution, ensuring helpdesk tickets are kept accurate and up to date with their current status.

- Escalate any issues arising via the Senior Technicians.
- Update the school website and information screens.
- Conduct administrative tasks appropriate to the role, such as assisting in the maintenance of procedure documentation and the IT Services asset inventory.
- Support the IT Services Team in ensuring routine updates and maintenance are carried out.
- Maintain a working knowledge of the main software applications in use at the school and provide user training where required.
- Continuously develop knowledge and skills and make recommendations for the trust schools as appropriate.
- Maintain knowledge of GDPR and data protection legislation and conduct all work within its bounds.
- Maintain a working knowledge of the main software applications in use at the school and provide user training where required.
- Continuously develop knowledge and skills and make recommendations for the trust schools as appropriate.
- Maintain knowledge of GDPR and data protection legislation and conduct all work within its bound.
- To undertake any additional duties as deemed reasonable by the IT Services Director, or Senior Leadership Team.

These above mentioned duties are neither exclusive nor exhaustive and the post-holder may be required to carry out other duties as required by the School.

It is the practice of this College to examine Job Descriptions and to update them to ensure that they relate to the jobs as they are being performed or to incorporate whatever changes are being proposed. It is the College's aim to reach agreement on any alterations. If this is not possible the Headteacher reserves the right to direct change to your Job Description after consultation with you.

**Kingsthorpe College is committed to safeguarding and promoting the welfare of children and young people and expects all members of staff to share this commitment.**

## Person Specification

The Orbis Education Trust is an expanding sponsor of academies. It is run and led by a highly skilled and experienced team of educationalists. It works in collaborative partnership with the Local Governing Body and the Headteacher. The Trust and Governing Body of Kingsthorpe College are committed to safeguarding and promoting the welfare of children and young persons and ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. The successful candidate will be required to undergo an Enhanced Disclosure from the Disclosure and Barring Service (DBS).

	<b>Essential</b>	<b>Desirable</b>
Qualifications and Experience	GCSE Maths and English Grade 4/C or above  The right to work in the UK	IT GCSE or equivalent  Ability to drive – current driving licence.
Knowledge	Experience of working in an IT based working environment.  Experience working as part of an effective team.  Basic knowledge of Microsoft Packages and operating systems	Experience of supporting Office 365 and its associated products.  Experience of working within a school IT support role.
Skills and Abilities	Technically minded  Good time management skills  Ability to prioritise work and meet deadlines  Good organisational skills  An ability to work confidently under pressure  Able to follow instructions  Able to work on own initiative  Able to work constructively as part of a team, understanding school rules and responsibilities.	Commitment to the trust and its Objects.  Commitment to the principles of equality and diversity.

	Ability to use discretion and have an understanding of the importance of confidentiality	
Personal Characteristics	A commitment to participate in further training and development opportunities	
Written Application	A well-constructed, legible application	
Communication	Ability to communicate effectively to a wide range of different audiences, both orally and in writing, including the ability to promote the College	
Relationships	<p>An ability to establish good working relationships with staff and other stakeholders and to form and maintain appropriate relationships and personal boundaries with students</p> <p>Ability to be a representative of the college</p>	
Appearance	Accept the College dress code and dress professionally in accordance with the culture of the organisation	
Criminal Record Check	Provide information to process full Disclosure Barring Service disclosure.	