#### Post Title : CMAT Senior IT Technician

#### Responsible to : Area Manager

**Grade : 7, Point 12**

**Hours : 37 hour week, 52 week contract**

**Purpose of Job**:

Your role is to work in the IT Support team to assist the staff and students across the Cambridge Meridian Academies trust and throughout the wider schools supported by the Trust providing a professional, customer focused service and support.

You will make a major contribution to the successful management of the Trusts IT systems, ensuring the smooth running of the systems and strive to assist all users to operate at optimum efficiency in the delivery of ICT. This is an investigative and customer facing role, which requires good communication skills, problem solving techniques and a pro-active attitude to work.

**Main responsibilities:**

1. Help to ensure the smooth running of all computer equipment within the Trust.
2. Ensure that the IT suites are fully functioning and perform regular maintenance on ICT equipment Ensure that faults and problems are quickly rectified using the IT Helpdesk and ensure that the Trust’s IT policies are adhered to. Carry out fault-finding, repair equipment where possible and organise external repairs where necessary.
3. Ensure that the department meets with SLA’s with particular attention to keeping resolution times low with a realistic timescale communicated to the user.
4. Assist with the installation and configuration of all new computer hardware to ensure that it operates to maximum potential.
5. Support the Network Manager and Trust IT Manager in areas such as project roll-out.
6. Travel to our partner schools for IT patch visits and to assist our other Academy teams.
7. Provide training and support to staff as required in all applications & systems used by staff and students across the Trust to a basic minimum level. This will include formal and informal training sessions as directed by the Network Manager.
8. Be aware of and advise the Network Manager on all Health and Safety matters relating to ICT and have knowledge of and be able to implement safe working practices.
9. Keep up to date with new technology, advising and recommending where appropriate.
10. Any other duties commensurate with the post, as agreed with the Trust’s IT Manager.

This job description will be reviewed regularly and may be amended according to changing requirements, as agreed between the post holder and the Network Manager.

The post holder will have a shared responsibility for the safe guarding of all children and young people. The post holder also has an implicit duty to promote the welfare of all children and young people.

Where the post holder has a budgetary responsibility, it is a requirement of the role to work within the school’s financial regulations.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment. All staff will be subject to an enhanced check with the Criminal Records Bureau

**Skills Matrix – IT Technician**

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** |
| **1. Education and Qualifications** |  |  |
| Educated to degree level or equivalent qualifications |  | X |
| Experience and knowledge of working in a school based environment |  | X |
|  |  |  |
| **2. Knowledge & Experience** |  |  |
| Excellent knowledge of PC hardware | X |  |
| Excellent knowledge of Microsoft Windows | X |  |
| Excellent knowledge of Microsoft Office suite | X |  |
| Good knowledge of Microsoft Server Systems |  | X |
| Good knowledge and experience of network fault finding |  | X |
| Good knowledge and experience of working with Active Directory and Group Policy objects |  | X |
| Experience of administering large scale enterprise networks |  | X |
| Experience of supporting a wide customer base |  | X |
|  |  |  |
| **3. Skills and Abilities** |  |  |
| Ability to interact and communicate professionally with colleagues and clients at all levels, adapting working styles to suit the circumstances in order to build and maintain positive working relationships | X |  |
| Ability to effectively communicate complex technical information to non-technical staff | X |  |
| Ability to resolve complex problems on own initiative | X |  |
| Flexible and Pro-active approach to work | X |  |
| Full & Clean driving licence with business use | X |  |

**Training and Qualifications**

Training to achieve one of the following (or equivalent) is desirable. This level of qualification will be provided by the Academy, if necessary, on condition that any course fees are paid back to the Academy if the post holder leaves within one year of course completion.

1. MCTS/MCITP (Microsoft)
2. A+ Certification ‑ Hardware Support
3. A+ Certification ‑ Software Support