

Job Description for IT Technician

Job Title: IT Technician (Primary)

Reporting to: EBM/CBM

Role Purpose: To provide a comprehensive, effective and efficient ICT service assistant to the East London Cluster, (Winston way Academy, Whittingham Primary, Longshaw Primary, Salisbury Manor and Walthamstow Primary)

Key Responsibilities

- Under direction of the IT Service Manager/IT Service Site Managers, implement new systems, monitor manage and assess network efficiency.
- Produce, configure, install and test new hardware and software systems.
- Assess breakdown of equipment and if necessary, escalate to service level agreement and warranty.
- Ensure security, licensing and data protection policies are implemented.
- Back up, validate and restore systems and data.
- Provide first level help desk to users.
- Provide technical advice to senior management and teachers.
- Provide assistance and advice to teachers to facilitate the effective use of ICT in the classroom including providing classroom support where necessary.
- Assist in keeping correct levels of ICT spares (ICT hardware and consumables)

Specific Duties

This list is not meant to provide a narrow definition of specific responsibilities but to serve as guidance and should be seen as enabling rather than restrictive.

Desktop and Application Support

- Install and test new peripherals.
- Follow manufacturers' instructions to support the use of hardware, such as installing drivers.
- Perform basic PC hardware repairs and upgrades.
- Diagnose and resolve basic PC, printer, peripheral and software faults.
- Install applications and other software, configure and test.
- Carry out any required maintenance of applications (e.g. install service packs).
- Log and save change request and report back to the IT Services Manager.
- Deploy and assist in upgrades and client installs of the MIS system.

Server and Network Support

- Install and maintain standard network cabling.
- Perform basic diagnostic and recovery routines on network equipment.
- Follow detailed instructions to configure network clients, including allocating required software and connecting to the correct server.

- Implement disk space and printer quota policies.
- Follow instructions to maintain user accounts and permissions.

Asset Management Procedure

- Ensure all assets are correctly registered and up to date with regards to their location on the appropriate Academy software.

Continuity, Maintenance and Security

- Note risks to IT systems and suggest precautions.
- Suggest improvements to school backup, virus protection and security policies.

Support Request Management

- Add and update support calls in the helpdesk application
- Search knowledge base/logs of previous calls to inform diagnosis and resolution.
- Record detailed diagnostic information.
- Determine whether an immediate solution is required and alert line manager.
- Understand when a quick fix is not sufficient to permanently resolve a problem.

Internal Support Arrangements and External Contracts

- Work to a clearly defined service definition and note problems in maintaining service levels.
- Track external support calls and report performance of external contracts.

Communication Skills

- Advise and train staff and students
- Contact suppliers.
- Support in the production of help sheets and document where appropriate.

Health and Safety

- Ensure basic safety checks are carried out and escalate problems as required.
- Follow relevant H & S procedures and raise awareness among staff, students and other users.

Educational Awareness

- Regularly access key IT education web sites to keep abreast of changes and development and inform others as appropriate.
- Manage the effective deployment of IT resources to support the curriculum and business needs of the Academies.

General

- To develop excellent working relationships with colleagues internally, centrally and externally.
- To be an effective and flexible member of the Support Services Team
- To uphold the Academy policies and procedures at all times

- To ensure any documentation produced is to a high standard and is in line with the in-house style.
- Be aware and comply with policies and procedures relating to Safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person.
- Participate in training and other learning activities as required.
- Participate in the Performance Management process.
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
- To represent the Academies at events as appropriate.
- To support and promote the Academies' ethos.
- To undertake any other duties and responsibilities as required that are covered by the general scope of the post.

This post may involve both evening and weekend work and the post holder will need to demonstrate a large degree of flexibility and willingness to work unsocial hours. The need to adapt working hours around the business need of the academy is an expectancy of the job role.

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings may therefore have been used, in which case all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the post holder.

Elements of this job description and changes to it may be negotiated at the request of either the IT Service Manager or the incumbent of the post.

I hereby accept the above job description and job title as detailed above.

Name (Print).....

Signed.....

Date.....