

SOUTHFIELDS MAT

JOB DESCRIPTION

Job title: IT Technician

Reporting to: Senior Teacher – Director of Data, IT and Timetable

Main purpose of the job:

To assist the Senior Teacher – Director of Data, IT and Timetable in ensuring the smooth running and development of the Academy's ICT systems.

Duties:

1. To install, configure and upgrade operating systems and software, including settings required for different users.
2. To install, assemble and configure computers, network infrastructure hardware, and other peripherals.
3. To assist in maintenance of server infrastructure providing support to Senior Teacher – Director of Data, IT and Timetable in ensuring maximum performance of backbone servers and network devices is achieved at all time.
4. To troubleshoot problems with computer systems, including troubleshooting hardware and software, e-mail, network and peripheral equipment problems, making repairs and corrections where required.
5. To assist with the planning, design, research and acquisition of new or upgraded hardware and software systems, maintaining current knowledge of hardware, software and network technology and recommending modifications as necessary.
6. To pull cables and rewires or to direct the rewiring of cables as required for new installations and office reconfiguration.
7. To keep accurate and up-to-date records of system checks and to maintain logs to enable the identification and resolution of issues.
8. To liaise with and monitor external suppliers of goods and services for the supply of maintenance and installation services, hardware and software.
9. To contribute to the development of ICT strategy for the Academy, ensuring that this takes account of the needs of all parts of the Academy and recommending actions.
10. To ensure that appropriate measures are taken to ensure the security of data and equipment.
11. To provide appropriate support for other team members and to give advice and hands-on training where appropriate.
12. To provide appropriate support for teaching staff using ICT in the classroom and to give advice and training where appropriate for all users of ICT in the Academy.

Additional Responsibilities:

- To be fully aware of and understand the duties and responsibilities arising from the Children's Act and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organization.
- To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role.
- To ensure that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding and/or child protection.

Any other duties assigned by Senior Teacher – Director of Data, IT and Timetable, Headteacher or Principal commensurate with the grade of the post.

Person Specification

Essential

Training

- Evidence of IT related training

Experience:

- 1 year1 of experience in a help desk role.
- Experience of Hardware Maintenance
- Good working knowledge of Microsoft Productivity software

Desirable

Qualifications:

- Relevant A –Level or equivalent IT Qualification

Experience:

- Experience in an educational environment.
- Experience with Macs and Google Chromebooks
- Familiarity with Google Workspace

Skills:

- Good level of English proficiency.
- Excellent communication skills both verbal and written.
- Proven creative problem solving skills.
- Excellent attendance and punctuality.
- Organising and prioritising own workload
- Ability to communicate orally and in writing
- Ability to work on own initiative and as part of a team
- Thoroughness in completing tasks

Personal Qualities

A range of personal and interpersonal skills appropriate for the position, including:

- pleasant, patient and helpful personality
- strong fault finding and diagnostic skills
- excellent standards of personal conduct
- reliable and trustworthy
- resilience
- sensitivity
- a sense of humour
- discretion
- confidentiality
- judgement
- self confidence
- prioritisation skills

Take responsibility for defining own learning and development needs

Develop self to meet the demands of different and changing situations

Additional:

Ability to undertake some heavy lifting and ladder work.