

## JOB DESCRIPTION

<b>Post Title:</b>	IT Technician
<b>Post Grade/Salary:</b>	Scale 3 - 4 (£20,103 - £23,607 per annum)
<b>Responsible to:</b>	Head of IT
<b>Hours of Work:</b>	36 hours per week / 52 weeks
<b>Holidays:</b>	Leave will not normally be granted during the term time and other peak times e.g. enrolment (late August to early September)
<b>Post Tenable:</b>	As soon as possible

**Context:** Heartlands Community Trust is seeking an enthusiastic and highly skilled ICT technician to join a dynamic and proactive IT Team. You will be supporting multiple schools across the Trust working with the Trust's Head of IT, the IT Service's team and independently. You will be providing remote and face to face technical support in line with the Trust's IT Services Team to allow the effective use of IT by staff, students and visitors alike.

### Main Responsibilities

- Provide first line support and resolve IT incidents in a structured way using the Trust's Service Desk to meet service level agreements; as required liaise with third party providers and track external support calls
- Set up accounts and assist staff and students in accessing network resources
- Proactively keep all IT equipment in classes and offices at their optimal levels
- Make repairs to laptops, Chromebooks, desktops as appropriate
- Proactively manage and monitor backups and antivirus
- Set up new equipment and deploy software and applications under the direction of the Trust's Head of IT/Senior IT Technician
- Mount and install computer/AV equipment as and when required
- Assist the Head of IT in keeping the network secure and advise on technical aspects of system security
- Maintaining an inventory of all IT equipment across all schools
- To develop and maintain effective working relationships with all users.
- To work as part of a team adopting flexible working practices, attending meetings and liaising with staff at all levels; to provide cover in case of absence and to support colleagues at times of heavy workload
- To ensure all work is carried out within clearly defined rules and procedures maintaining uniformity across all school sites
- Update the Trust's Head of IT with any outstanding issues as required.
- Report all suggested alterations to the IT infrastructure to the Trust's Head of IT
- Enhance knowledge and skills relevant to the post through online resources and the attendance of courses where appropriate

**Please note:**

This job description is intended as a guide to the general duties and responsibilities of this post, which reasonably may vary from time to time according to the needs of the School. It does not form part of the terms and conditions of employment.