



Basic Job Profile 2019 ICT Technician

The candidate will:

- Have a driving license
- Be someone who works well in a team
- Be able to work with a variety of staff and students, and be able to build good working relationships
- Be well presented and have a professional approach
- Be organised and consistent
- Be able to lift and carry equipment and work in confined spaces
- Be able to work under pressure and meet deadlines
- Be someone who is prepared to take part in training and personal development to both maintain and extend skills and knowledge
- Have excellent interpersonal, verbal and written communication skills
- Be confident in dealing with all levels of stakeholders
- Have the ability to apply problem solving techniques and get results
- Be able to prioritise tasks whilst working under pressure
- Have the ability to troubleshoot, investigate and resolve technical issues
- Have the ability to react quickly and effectively to issues and opportunities
- Have good knowledge of Microsoft Windows 10, 8, Office software and other desktop products such as Apple Products

Desirable

- Knowledge of Windows Server
- Proven leadership skills

Key Tasks to include:

- Responding to requests for support/ Helpdesk support, including detection and diagnosis of problems, maintaining regular communication with the appropriate staff until Incident resolution.
- Maintenance and repairs to equipment (this will take place in classrooms and offices where space is limited)
- Installation of equipment and software
- Software updates
- Software licences, records and maintenance
- Asset inventory maintenance
- Support maintenance of user accounts and permissions
- To take deliveries of stores, materials and other goods and to be able to lift and carry equipment, and furniture etc
- To test, install and configure new licensed software on to computers, ensuring licensing compliance.
- To assist in the provision of basic network management/administration.
- To undertake routine server tasks as directed by the ICT Manager or external support consultants.
- To provide and help with maintenance of systems documentation.
- To provide technical support for use of Mobile Devices

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- To possess a working knowledge of Microsoft System Centre Configuration Manager and a Hyper V environment.
- Update local inventory records.
- Help to develop and maintain innovative ICT projects in school and other appropriate settings as requested by line manager.
- Carry out maintenance checks regularly on equipment in key locations
- To undertake other duties which may, from time to time, be necessary.