

## **JOB DESCRIPTION**

**Job Title:** IT Technician

**Department:** IT Support

**Responsible to:** IT Systems Manager

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### **Job Purpose**

To provide front line IT support for students and staff at New Rickstones Academy, Maltings Academy and Witham Sixth Form Centre in order that IT systems are fully functioning at all times, IT Service Level Agreements are maintained and an outstanding level of customer service is provided to staff and students.

### **Main Duties**

- 1.1 To act as a first point of contact for staff and students reporting IT issues, providing an outstanding level of customer service across multiple sites
- 1.2 To log, manage, and update all support calls through the IT Support Helpdesk system.
- 1.3 To create, edit and manage network user accounts, email accounts and appropriate user groups and data.
- 1.4 To create, edit and manage user accounts in academies bespoke systems
- 1.5 To troubleshoot complex faults, maintain and support the use of all academies IT equipment including laptops, desktop PC's, Apple Macs, Chromebooks, iPads, wireless devices, printers, mobile phones and other classroom technologies.
- 1.6 To support all in house hardware and software systems including, CCTV, access control, cashless catering, telephone & printing
- 1.7 To monitor synchronisation between Academies IT Systems
- 1.8 To be responsible for and maintain an asset register to ensure the physical security of all systems and IT equipment and life-cycle replacement.
- 1.9 To produce daily reports to IT Systems Manager
- 1.10 To carry out daily checks and repairs on all IT Equipment in classrooms.
- 1.11 To liaise with third party suppliers for additional support where required.
- 1.12 To support the use of Google Apps including Google Apps for Education.
- 1.13 To setup IT equipment for exams
- 1.14 To provide IT support for internal events and external lettings
- 1.15 To document IT processes for tasks and systems (tcards)
- 1.16 To ensure a safe and healthy environment is maintained within the departmental area, referring any areas of concern to Line Manager

### **General**

- 3.1 To attend required meetings and training sessions
- 3.2 To participate in the appraisal process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager
- 3.3 To comply with individual responsibilities for health & safety in the workplace in accordance with the academies' Health & Safety Policies and Procedures. This includes completion of health and safety training

- 3.4 To ensure that all duties and services provided are in accordance with the academies' Equal Opportunities Policy
- 3.5 To maintain confidentiality in all academy related matters
- 3.6 To undertake any other duties commensurate with the post, as directed by Line Manager

#### **Notes**

- 1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.
- 2. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out
- 3. The job description is not a comprehensive definition of the post. It should be reviewed annually by the Line Manager and post holder. It may be subject to amendment to meet the changing demands of the academy at the reasonable discretion of the Head of Academy
- 4. This job description does not form part of the contract of employment

#### **Safeguarding**

Our academies are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

## PERSON SPECIFICATION

Criteria	Details	Essential / Desirable
1. Specialist Knowledge & Experience	<ul style="list-style-type: none"> <li>• Experience and good working knowledge of:-               <ul style="list-style-type: none"> <li>- Microsoft Office suite</li> <li>- Desktops, laptops and printers including fault finding and troubleshooting</li> <li>- Network infrastructure (including wireless)</li> <li>- TCP/IP, DHCP, Active Directory, Group Policy, LAN/WAN technology</li> </ul> </li> <li>• Experience of a helpdesk call logging system</li> <li>• Excellent literacy and numeracy skills</li> <li>• Experience of maintaining a safe working environment</li> <li>• Knowledge of Health &amp; Safety relating to IT</li> <li>• Knowledge of Data Protection with experience of maintaining confidentiality</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Experience and/or technical knowledge of:               <ul style="list-style-type: none"> <li>- Microsoft Windows computer networks (Windows 7, Windows Server 2008)</li> <li>- VMWare knowledge</li> <li>- Switches</li> <li>- Apple products (Macs, iPads, iPhones)</li> <li>- VLANs</li> <li>- Google Apps for Education</li> <li>- Telephone systems</li> <li>- Backup Exec or similar backup system</li> <li>- MIS Systems</li> </ul> </li> <li>• Relevant IT qualification</li> </ul>	D
2. Organisation & Planning	<ul style="list-style-type: none"> <li>• Experience of planning and managing a busy workload and conflicting priorities to deadlines</li> <li>• Ability to plan work on a weekly basis</li> </ul>	E
3. Problem Solving & Initiative	<ul style="list-style-type: none"> <li>• Experience of resolving IT problems independently - first line &amp; second line support</li> <li>• Experience of using initiative/working independently</li> <li>• Ability to stay calm under pressure</li> <li>• Ability to work effectively in changing situations</li> </ul>	E
4. Communication	<ul style="list-style-type: none"> <li>• Excellent communication skills with ability to use clear language to communicate information unambiguously both verbally and in writing</li> </ul>	E
5. People Skills & Customer Focus	<ul style="list-style-type: none"> <li>• Experience of building and maintaining effective relationships with others and negotiating effectively</li> <li>• Experience of working effectively as part of a team</li> <li>• Demonstrate a commitment to equality</li> <li>• Experience of providing an outstanding level of customer service to internal/external customers (anticipating and exceeding customer needs)</li> </ul>	E
6. Safeguarding	<ul style="list-style-type: none"> <li>• Understanding of safeguarding / child protection procedures</li> </ul>	E
7. Other	<ul style="list-style-type: none"> <li>• Willing to develop and learn in the role and undertake appropriate training courses</li> <li>• Role involves manual handling and continual VDU use</li> </ul>	E

	<ul style="list-style-type: none"><li>• Role requires flexibility to meet academy needs including working at Maltings Academy, New Rickstones Academy and Witham Sixth Form Centre.</li></ul>	
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