

Job Title: IT Technician	Date: Dec 2018
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JOB PURPOSE AND PRINCIPAL ACCOUNTABILITIES
To provide high quality and efficient IT support to staff and students across the Newbury Academy Trust schools and assist in the development, support, maintenance and security of all ICT systems.

DESIGNATION OF POST AND POSITION WITHIN THE ORGANISATION
Hours: 37 hours per week, full-time
Grade: F Point 21 – 26
Responsible to: IT Network Manager

MAIN DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> • Responding to requests to help with IT, providing first line support and advice to users. • To provide technical support on all hardware and software problems, investigating and rectifying where possible and escalating issues to the Network Manager/Assistant Network Manager as required. • To provide technical support for all AV equipment, including projectors and interactive whiteboards. • To assist with the development of the Virtual Learning Environment (VLE) and the administration of the school website. • Performing general maintenance and repairs on hardware. • Performing installations and upgrades of software. • To install PCs, printers etc. and image build systems and related software. • To install and maintain servers running Windows Server 2008 and 2012. • To install and maintain network cabling. • To create and maintain user accounts on the network, VLE and email system, ensuring correct permissions are in place. • To support and train new and current users in using software and equipment. • Providing support for temporary installation of IT/AV equipment and ensuring its availability and functionality, i.e. assisting with setting up for assemblies and school events. • To maintain the inventory of IT equipment. • To help maintain appropriate stock levels of consumables and accessories. • Liaison with external contractors as required. • Ensuring the integrity and confidentiality of all data by pro-actively offering advice on security and general pc use. • To promote equality as an integral part of the role and to treat everyone with fairness and dignity. • To recognise health and safety is a responsibility of every employee, to take reasonable care of self and others and to comply with the Schools Health and Safety policy and any school-specific procedures / rules that apply to this role. • To promote the welfare of children and to support the school in safeguarding children through relevant policies and procedures. • To undertake any reasonable duties as requested by the Network Manager/Assistant Network Manager or Headteacher.

SCOPE OF JOB (Budgetary/Resource control, Impact)

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Qualifications And Training	<ul style="list-style-type: none"> At least GCSE grade C (or equivalent) in English and Mathematics. 	<ul style="list-style-type: none"> Relevant IT qualification
Competence Summary (Knowledge, abilities, skills, experience)	<ul style="list-style-type: none"> Knowledge of and competence in the use of Microsoft operating systems, in particular Windows 7. Knowledge of Windows server 2008 and 2012. Knowledge and experience of Microsoft Office. Interest in developing IT skills. Effective written and oral communication skills. General administration skills. Ability to prioritise tasks, to work quickly and accurately, and to organise own work. Ability to exercise tact and diplomacy. Ability to remain calm under pressure and to handle difficult situations. Commitment to working effectively within a team environment. Ability to use initiative and judgement. Ability to deal with sensitive information in a confidential manner. 	<ul style="list-style-type: none"> Experience of working with Apple workstations, tablets and servers. Experience administering Microsoft Active Directory Domain Services. Experience of working with Microsoft Office 365 and VMWare vSphere. Experience of working with group policy to control and configure user and computers settings on the network. Experience of working with a VLE. Experience of maintaining a website.
Work-related Personal Requirements	<ul style="list-style-type: none"> Relevant experience of working in an office or customer service environment. Proven experience in dealing successfully with complex information and procedures. Ability to demonstrate a motivated, proactive and helpful approach to work. Experience of working in an IT Support environment. Experience of working with networked computing systems. Working flexibly with people of all IT competencies. 	<ul style="list-style-type: none"> Experience of working in an educational or related environment. Proven experience in providing high quality customer service.
Other Work Requirements	<ul style="list-style-type: none"> Use of transport to travel between sites 	

This School is committed to safeguarding children and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to Disclosure and Barring Service checks along with other relevant employment checks.