



## Job Description

<b>Post Title:</b>	ICT Technician
<b>Location:</b>	Goole Academy
<b>Salary:</b>	Grade G Pt 27-30 (£24,174 - £26,822)
<b>Hours:</b>	37 hours per week / 42 Weeks per year
<b>Responsible to:</b>	ICT Service Delivery Manager
<b>Responsible for:</b>	N/A

### Purpose of the role:

To work as part of the Delta Academies Trust ICT support team to primarily maintain Delta Academies Trust infrastructure, service and solutions and provide support to staff and students of the member academies within the trust or other agencies supported by the trust when required.

### Duties and Responsibilities will include:

- To provide maintenance, installation and support services to core team site and the sites of other partner organisations in Delta Academies Trust
- To work as part of the Delta Academies Trust ICT support team
- To work in line with best practice Standard Operating Procedures and ensure processes are followed at all times.
- To contribute to the development of ICT and its use across the Trust
- To ensure that ICT facilities at all times are fully functional and secure

#### Software

- Install and test new software
- Make software and data available to appropriate users
- Ensure the anti-virus software is installed, kept up to date and working properly on all stations
- Ensure software and operating system updates are installed as appropriate

#### Hardware

- Check new computer equipment on arrival and install as appropriate
- Ensure that the asset register is managed and maintained
- Maintain and troubleshoot the schools VoIP phone system
- Maintain computer peripheral equipment such as printers, scanners, whiteboards, projectors; ensure that these are prepared and ready to be used
- Trouble shoot and maintain all aspect of Trusts PC and server hardware
- Liaise with external support agencies, to resolve faults speedily
- Liaise with external suppliers for the repair of equipment under warranty or maintenance contract

#### Network Management

- Liaise with core ICT and external suppliers regarding provision of user accounts
- Carry out routine network maintenance tasks
- Trouble shoot, maintain and upgrade the Trusts ICT infrastructure
- Follow supplier's recommended procedures

#### **Other specific duties**

- Basic clerical duties related to the post
- Assist staff members with the use of ICT software and hardware
- To comply with any reasonable request from a manager to undertake work of a similar level that is not specified in the job description
- The nature of this role demands flexibility, creativity and innovation with regards to the needs of our academies. Additional duties may be required and these may be determined by the Director of ICT or Service Delivery Manager and you may be requested to carry out such additional activities at his/her discretion.

### **Working Environment**

The post will be a member of the Core ICT Services team who are based at Education House, Knottingley, West Yorkshire.

The post may be assigned to an Academy site which will be detailed on the vacancy advertisement, however travel may be required to other sites within the Delta Academies Trust.

These duties and responsibilities should be regarded as neither exhaustive nor exclusive as the Post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post.

### **Holiday Entitlement**

The leave entitlement for a full year employee is shown below. Employees working less than 37 hours per week and/or less than full year will have their entitlement to annual, statutory and discretionary holiday calculated on a pro-rata basis.

<u>Spinal column points</u>	<u>Basic Leave</u>	<u>after 5 years' service</u>
SCP27 - 30	26 days	28 days

### **Statutory and Discretionary holidays**

You are entitled to statutory and discretionary holidays (see below) if they fall on weekdays that you would have normally worked.

Good Friday, Easter Monday

May Day

Spring Bank Holiday Monday

Late Summer Bank Holiday Monday

Christmas Day and Boxing Day

New Year's Day

### About Delta ICT Services



Delta ICT Services provide an in house managed ICT service to associate and member Academies of the Delta Academies Trust, providing direct services and ICT support to over 40 academies and 25,000 users. Delta provide comprehensive staff benefit packages including:

- Full CPD training programmes, including Cisco, Microsoft and other industry leading courses.
- Paid exam and certification routes.
- In house development and training days.
- Monthly Skype team training sessions and updates.
- 121 personnel meetings and progress updates.
- Appraisals and working / training targets.
- Generous annual leave allowance that can be taken throughout the year.
- Staff benefit schemes, including:
  - o Private health care
  - o Cycle to work

## Person Specification

### ICT Network Engineer

	Essential	Desirable
<b>QUALIFICATIONS/KNOWLEDGE &amp; EXPERIENCE</b>		
Have a networking or computer engineering qualification at HND or higher		✓
Have a working knowledge of network systems, their installation and maintenance and adaptation	✓	
Knowledge and experience of Microsoft Windows workstation & server environments	✓	
Knowledge and experience of Cisco networking equipment and IP Telephony administration		✓
Knowledge and experience of Active Directory and Group Policy administration	✓	
Knowledge of Microsoft SCCM for workstation and server management		✓
Knowledge and experience of mobile device management (MDM) platforms		✓
Knowledge of Office 365 services and capabilities		✓
<b>SKILLS</b>		
High level of communication and interpersonal skills	✓	
Have good fault finding skills and is an excellent problem-solver	✓	
Can demonstrate good working practices in relation to the handling of ICT equipment	✓	
Ability to work effectively with young people as individuals and in groups.		✓
Ability to work creatively with colleagues to deliver agreed outcomes and contribute effectively to team working	✓	
Flexible and adaptable approach	✓	
Have initiative and can work independently without excessive supervision	✓	
Have an understanding of when to consult, make decisions and defer to others	✓	
Have the ability to communicate effectively to a range of different people	✓	
Will plan, organise, prioritise and manage their own personal time effectively	✓	
Have a positive commitment to organisational principles	✓	

Ability to support and maintain audio / visual equipment including; Interactive touch screens, projectors, whiteboards and amplifiers		✓
Understanding of health and safety issues and good practice	✓	
Ability to work in an ITIL environment		✓
Ability to actively record, document and share knowledge	✓	
<b>BEHAVIOUR AND OTHER RELATED CHARACTERISTICS</b>		
Good organisational and personal management skills	✓	
Effective planning and teaching	✓	
Effective behaviour management	✓	
An ability to demand high standards	✓	
Contribute and follow Delta ICT procurement policies and procedures	✓	
Work independently and being a team player	✓	
An ability to develop good working relationships with students and staff	✓	
Effective time-management	✓	
The ability to meet deadlines	✓	
Good ICT skills	✓	
Commitment to self and team development	✓	
The ability to travel independently across Delta Academies Trust group	✓	
Work in ways which promote equality of opportunity, participation, diversity and responsibility	✓	
A professional responsibility to promote and safeguard the welfare of children and young people	✓	
A commitment to abide by and promote the Academies' Equal Opportunities, Health and Safety and Child Protection Policies	✓	
The post holder will require an enhanced DBS check	✓	