



**LAURUS**

TRUST

## **Job Description and Person Specification**

**ICT Support Technician**



## ICT Support Technician

**Salary:** Scale 3

**Purpose of the post:** To provide technical support and maintenance service for the IT provision across the schools in the Laurus Trust

**Reporting to:** Assistant Network Manager

### **SUMMARY OF RESPONSIBILITIES AND PERSONAL DUTIES:**

#### **KEY AREAS**

- Work as part of a team to maintain the school network in a first line technical support role to end users on all aspects of the Laurus Trust IT provision.
- Provide technical advice for school staff and support in lessons where appropriate.
- Assist teaching staff to set up IT equipment for computing lessons when required.
- Respond quickly in an appropriate manner to all requests for assistance or support.
- Be available by phone, email etc. during working hours.
- Complete all work to a high standard, under the supervision of the IT Director, Network Manager and Assistant Network Managers (the senior IT team)
- Promote safe and responsible use of the internet, including social media, by students and report any instances of inappropriate usage to the senior IT team.
- To assist in the development and maintenance of the network infrastructure, including cabling, patching and testing of data and telecoms wiring on site.
- To assist in the management of user accounts on the schools' computer systems, including e-mail systems and their associated network settings.
- To assist in carrying out logging and tracking of user activity and in the checking and maintenance of user activity logs.
- To assist in the installation, deployment, maintenance and upgrade of software packages as required.
- To assist in the auditing of IT equipment at the school and carry out appropriate inventory checking as required.
- To assist in the ordering of resources.
- Flexibility to travel between different sites of the Laurus Trust as required.
- You will be required to liaise from time to time with all members of staff at the Trust in the course of your duties.
- To undertake any other duties which may be assigned to the post from time to time as directed by the CEO or CFO.
- The post holder may be required to undertake training courses organised by the Trust where these will assist in the carrying out of the above duties, develop skills which may be required to fulfil those duties in the future or are required to fulfil legal requirements
- The post holder will be required to work in accordance with the Trust's Acceptable Use, ICT e-safety and Data Protection Policies

- The post holder will be required to undergo a performance review at regular intervals in accordance with Trust procedures
- This post is subject to an enhanced DBS check.

## **GENERAL**

- To undertake such other duties related to the work of the department appropriate to the post, as may be assigned.
- To fulfil personal requirements, where appropriate, with regard to Trust policies and procedures, health, safety and welfare, emergency, evacuation and security.
- To take responsibility for promoting and safeguarding the welfare of students in Trust's schools.
- To work positively and inclusively with colleagues so that the Schools and Trust provide a workplace and deliver services that do not discriminate against people on the grounds of their age, sexuality, religion or belief, race, gender or disabilities.
- To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities.

# Person Specification

<u>Attributes</u>	<u>Essential</u>	<u>Desirable</u>	<u>How identified</u>
<b>Relevant experience</b>	<ul style="list-style-type: none"> <li>• Experience with IT orientated jobs or areas.</li> <li>• Technical knowledge of computer hardware</li> <li>• Experience of installing &amp; maintaining applications such as Microsoft Office</li> <li>• Basic understanding of computer networks</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with young people in a school/community environment.</li> <li>• Experience of using Windows/MAC/Linux operating systems.</li> <li>• Experience of using iOS tablet devices</li> <li>• Experience using Audio/Visual equipment</li> </ul>	Application form, Interview and Task
<b>Education and training</b>	<ul style="list-style-type: none"> <li>• Minimum Maths &amp; English GCSE (A*-C) or equivalent.</li> <li>• Vocational qualification(s) relevant to the post.</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate degree status.</li> <li>• Evidence of recent professional training and certification</li> </ul>	Application form and Interview
<b>Special Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Ability to think logically and demonstrate problem solving skills.</li> <li>• Ability to multi-task and work under pressure when dealing with multiple requests for IT support.</li> <li>• Ability to work well as part of a team.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of video editing</li> </ul>	Application form, Interview and references
<b>Any additional factors</b>	<ul style="list-style-type: none"> <li>• Good communication and interpersonal skills.</li> <li>• Ability for flexible working hours</li> <li>• Enthusiasm and commitment to hard work.</li> <li>• The Trust is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment.</li> <li>• Vibrant, creative individual with drive and enthusiasm.</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity with Health &amp; Safety regulations.</li> <li>• Willingness to commit to ongoing Professional Development.</li> <li>• Ability to work at heights.</li> </ul>	Application form and Interview

December 2019

**The Trust is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment.**