**JOB DESCRIPTION**

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| **Job Title:** | IT Technician |
| **Reporting to (job title):** | Trust Network Manager |
| **Hours of work:** | 37 hours per week, all year round  |
| **Duration:** | Permanent |
| **Location:** | Based at the Trust offices at the Witton Park Academy site, spending the majority of time at other Trust sites and other local schools |
| **Grade:** | Grade D. SCP 5 - 8 |

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| **Main Purpose/Responsibility** |
| * To provide day-to day technical IT support to users throughout the trust and other local schools supported by the trust
* To assist in IT project implementation as required by the Trust Network Manager
* To actively support and model the ethos and aims of AtC
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| **Main Duties** |
| * Providing excellent 1st and 2nd line support to users across the trust, including helping to operate the trust IT Helpdesk
* Supporting, installing, managing & maintaining IT systems, IT infrastructure and AV equipment
* Managing user access to systems, including resetting passwords, blocking websites, adjusting access levels
* Pro-active monitoring of systems/infrastructure, carrying out preventative maintenance as needed. Including developing and using systems to deploy and update operating systems and software.
* Day to day operation of backup systems (including rotating media, testing restore procedures)
* Liaising with 3rd parties to repair/replace failed equipment
* Providing appropriate technical guidance to users in relation to data protection
* Raising any safeguarding/prevent concerns that become apparent (eg when reviewing Internet filtering logs)
* Helping to maintain the asset list relating to IT equipment
* Assisting with trust project work, including:
	+ Helping draw up specifications and participating in procurement processes
	+ Assisting in the design and implementation of any new IT systems
	+ Liaising with 3rd party suppliers and installers as needed
* Any other duties commensurate with the role.
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**Equal opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

**Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

**Safeguarding Commitment**

AtC is committed to safeguarding and protecting the welfare of children and young people and expects all staff and volunteers to share this commitment.

**Note**: This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the school. The post-holder will be expected to participate in this process and we would aim to reach agreement on any changes.