

## JOB DESCRIPTION

<b>JOB TITLE</b>	<b>WHFIT IT Technician</b>
<b>GRADE BAND</b>	<b>M</b>
<b>RESPONSIBLE TO</b>	<b>Regional Head of IT</b>
<b>DEPARTMENT</b>	<b>WHFIT Support Team</b>

<b>SIGNED</b>	
<b>PRINTED</b>	
<b>DATED</b>	

### SAFEGUARDING COMMITMENT

The White Horse Federation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. If successful in being appointed to a post you will be expected to apply for a disclosure from the Disclosure and Barring Service as well as other employment checks before your appointment is confirmed.

### JOB PURPOSE

- To provide meticulous, high quality and timely 1<sup>st</sup> and 2<sup>nd</sup> line IT support to schools
- To be responsible for IT systems within school networks
- To actively monitor, record, highlight and mediate IT Security risks within school networks
- Be proactive in promoting and developing WHFIT Support Team

### MAIN TASKS, DUTIES & RESPONSIBILITIES

- Within TWHF schools to actively check, own, maintain and be responsible for completing tasks relating to:

Active Directory	DHCP and DNS	Backups	Office 365
Anti-Virus	Encryption of staff devices	System patching	Shared and user files
WiFi network	Network switches	Photocopiers and printers	New starter and leaver process
Laptop/ PC rebuilds	Operating system issues	Basic troubleshooting on all school hardware	

- Ensure all change requests follow documented procedures
- Ensure all documentation regarding IT within schools are updated and correct during a termly check
- Provide fast and effective 1<sup>st</sup> and some 2<sup>nd</sup> line IT support to end users
- Work closely with network engineers to ensure school networks are secure and efficient
- Keep an up to date asset list for school networks

- Share experience and document problems and solutions with the team to share best practises and help aid issues that may re-occur
- To ensure all school networks are using the appropriate solutions for security and safeguarding
- Ensure all IT requests are recorded and replied to on IT ticketing system completed within agreed service level
- To create and maintain solutions articles
- To take ownership of problems, work independently and use own initiative to seek and then resolve issues before following the escalating procedure
- To be fully engaged in team development, training and opportunities to voice opinions
- To be fully aware, engaged and adhere to team and TWHF processes and procedures
- The ability to prioritise work according to schools needs
- Good multitasking skills
- First Aid and Fire Safety
- To continue personal development as agreed
- To comply with the federations Health & Safety policy, maintain equipment and undertake risk assessments as appropriate

This role requires:

- a mode of reliable transport as you may be instructed by Regional Head of IT to visit other schools within the federation
- some flexibility and willingness to help colleagues when required
- some flexibility with working hours (some work maybe required outside of normal working hours for vital work, upgrades or fixes)
- desire to ensure tasks are completed to the highest levels and in full

#### **ADDITIONAL DUTIES & RESPONSIBILITIES**

- The post holder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.
- In fulfilling the requirements set out in this job description, the post holder will apply the TWHF's commitment to equality by treating all employees fairly and without discrimination on the grounds of colour, race, ethnic or national origins, sexual orientation, age, marital status, disability, trade union association or religious beliefs.
- In addition, the job holder will respect the need for confidentiality at all times whilst performing the duties of the role.

## PERSON SPECIFICATION

<b>Method of Assessment</b> This table indicates the requirements of the role under section to evaluate the competencies in each area as assessed	<b>Essential or Desirable</b>	<b>Application Form</b>	<b>Interview Stage</b>
<b>Qualifications, Education and Training</b>			
Educated to GCSE C or equivalent in English, Maths and ICT	E	✓	
Qualification in networking or security	E	✓	
Microsoft Windows 10 qualification	D	✓	
<b>Experience and Knowledge</b>			
Have experience working in an IT Support environment	E	✓	✓
Experience with Office 365	D	✓	✓
Knowledge of VMware and Hyper-V technologies	D	✓	✓
Knowledge of IT infrastructure e.g. switching, servers, VLANs, IP networking	D	✓	✓
1+ years of experience with server administration	E	✓	✓
Knowledge of Altaro backup solutions	D	✓	✓
Experience of the use of a range of ICT equipment such as projectors, smart boards, AV solutions and applications	E	✓	✓
<b>Skills and Abilities</b>			
Excellent communication skills, written and oral	E	✓	✓
Excellent customer service skills	E	✓	✓
Excellent time management skills	E	✓	✓
Ability to focus the mind on job	E	✓	✓
Excellent will power and self-discipline	E	✓	✓
Ability to work independently	E	✓	✓
Ability to use own initiative	E	✓	✓
Strong attention to detail	E	✓	✓
Well organised and able to maintain a high workload efficiently at a consistently high standard	E	✓	✓
Ability to present information clearly	E	✓	✓
Willingness to get the job completed and seen to the end	E	✓	✓
Ability to notice anomalies within IT systems	E	✓	✓
<b>Values and Behaviours</b>			
To be discrete and always adhere to confidentiality	E	✓	✓
To speak up and highlight areas that need improving to the team	E	✓	✓
Be a strong team player	E	✓	✓
Flexible approach to work	E	✓	✓
Self motivation	E	✓	✓
Excellent time keeping	E	✓	✓
<b>Special Requirements</b>			