Role Description:

Trust IT Technician

Purpose: Support the Senior IT Technicians, staff and pupils in the delivery of the curriculum including the efficient running and maintenance of IT facilities throughout the Trust; including the lead secondary school and associated primaries.

Pay Scale: Kent Range 5

Responsible to: Senior IT Technician

Key Tasks and Responsibilities

- Detect, diagnose and resolve hardware and software related issues.
- Provide first and second line support to a range of stakeholders across the Trust.
- Installation, maintenance and repair of a wide range of IT hardware.
- Ensure appropriate security is maintained.
- Proactive monitoring and review of IT services.
- Ensure IT asset register and software inventory are maintained.
- Administration of user accounts and groups within Active Directory and the school's MIS system.
- Deploy, manage and reload software installation and computer images.
- Carry out basic safety checks to ensure IT equipment is safe for use following relevant Health and Safety procedures.
- Observe and report IT risks to Senior IT Technician.
- Provide documentation and training where appropriate.
- Adhere to school and trust policies.

	Essential	Desirable
Qualifications	• Good standard of general education (i.e. GCSE Mathematics and GCSE English or equivalent).	• CompTIA A+, N+ or equivalent • Level 3 IT related qualifications.
Experience, Skills and Knowledge	• Knowledge of current Microsoft Windows and Apple client operating systems. • Good understanding of computer components and networking. • Experience and knowledge of Microsoft Office. • Experience configuring file and network permissions. • Physical ability to lift and move large equipment. • Ability to work well within a team and support based environment. • Ability to communicate effectively with all stakeholders. • Good analytical and problem solving skills. • Proactive and keen learner. • Ability to prioritise workload and work independently. • Tact and diplomacy to deal with a range of situations. • Ability to remain calm about pressure.	• Experience using a support helpdesk and ticket system. • Experience providing remote support. • Experience of IT service within an educational environment (primary or secondary). • Experience troubleshooting issue within a classroom environment. • Knowledge of administrating Microsoft Office 365. • Knowledge of current Microsoft Windows Server operating systems. • Experience with school related software: SIMS .net, ActivInspire and SMART Notebook. • Knowledge and use of HTML, WordPress and Adobe Suite.
Additional	• Must hold a valid driving license and means of transportation. • Appropriate insurance for business use.	