



Greater
Nottingham
Education
Trust

**GREATER NOTTINGHAM EDUCATION
TRUST**



JOB DESCRIPTION

IT TECHNICIAN – FIRST LINE SUPPORT

Responsible to:	Trust Network Manager
Responsible for:	The support and development of ICT
Liaising with:	Head/Deputies, teaching and non-teaching staff, external contractors and students
Working Time	37 hours per week

PURPOSE

The key element of this post lies in providing first line support to the Trust's ICT Infrastructure.

1. To respond to 'first line' help desk ticket related issues.
2. Escalate issues to second line IT Technicians or Network Manager where necessary.
3. To improve and develop the IT infrastructure.
4. To target the development and deployment of ICT within the academy to provide a technologically advanced platform to support the provision of outstanding teaching and learning.
5. To assist in maintaining an appropriate, balanced and robust network infrastructure to support curriculum delivery across the Trust.
6. To facilitate and encourage the use of ICT resources to support an environment where staff and students can achieve their full ICT potential.
7. To contribute to raising standards of ICT across the Trust.

MAIN DUTIES

Operational – As appropriate to First Line Technician

1. Maintain ICT infrastructure across the Trust:
 - network systems, hardware and software
 - academy and departmental ICT suites
 - class based ICT resources inc. departmental laptops
 - Learning Resource Centre
 - AV equipment

2. Maintain
 - virus checking software
 - user accounts including access/password control
 - integrity of programs
 - network management software
 - maintain stock levels of toners, AV equipment and hardware
 - responsible for administering backups and tape rotation
3. Repairs
 - carry out simple repairs
 - arrange for repairs with contracted service suppliers
 - routinely check and service ICT equipment
4. Support
 - assist teaching staff in classroom delivery
 - support staff and students in effective use of ICT resources
 - provide staff training
5. Security
 - monitor internet use
 - maintain internet filtering systems and access lists
 - record breaches of the academy's Acceptable Use Policy
6. Suggest improvements, developments for improved ICT delivery.
7. Construction and/or modification of simple teaching aids.
8. Inspection, maintenance and correct use of safety equipment.
9. To contribute to the process of the ordering and allocation of equipment and materials.
10. To work across all schools within the Trust.

Staff Development

1. To take part in the school's staff development programme by participating in arrangements for further training and professional development.
2. To continue personal development in the relevant areas including technical knowledge and application to education.
3. To engage actively in the Performance Management Review process.
4. To work as a member of a designated team and to contribute positively to effective working relations within the school.

Communications

1. To communicate professionally with staff and students.
2. Where appropriate, to communicate and co-operate with persons or bodies outside the school.

3. To follow agreed policies for communications in the school.

Management of Resources

1. To assist the Trust Network Manager to identify resource needs and to contribute to the efficient/effective use of all ICT resources.
2. To co-operate with staff to ensure a sharing and effective usage of resources to the benefit of the school and the students.

Schools support:

1. To play a full part in the life of the school community, to support its distinctive mission and ethos and to encourage and ensure staff and students follow this example.
2. To promote actively the school's corporate policies.
3. To attend other schools within the Trust to provide support when needed
4. To comply with the school's Health and Safety Policy and undertake risk assessments as appropriate.
5. Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.
6. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.
7. Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown, but, in consultation with you, may be changed by the Head teacher to reflect or anticipate changes in the job commensurate with the grade and job title.

I acknowledge that I have seen and received a copy of the Job Description.

Signed: (Employee) Date:

