Job Description

Post Title: IT Mobile Engineer
Salary: Grade 4 (£18,795 - £19,554)
Location: Base TBC - but the post holder would be expected to support work across all of the Trust's academies

Organisational: **Reporting to: IT Network Operations Manager**

Key Responsibilities

- To provide first line helpdesk support to pupils and staff for hardware, software, audio-visual, photocopiers and telephone equipment. To escalate technical issues were they cannot be resolved by the first line team.

- To manage own workload through the allocation of calls via the helpdesk.

- To provide users with regular updates on the resolution of their technical issue.

- To install new software and hardware taking software licensing into consideration.

- Maintaining an accurate and complete asset register of all IT services assets and completing audits against the asset registers in line with the Trust's procedures.

- Maintaining documentation on IT hardware, software and audio visual equipment.

- To provide general technical support or training to teaching/non-teaching staff and students

- Responsible for safety of and safe use of electrical equipment for users.

- Sets access control to safe web.

- To provide technical support for staff presentations inc setting up equipment and recording performances.

- To commission, maintain, test and repair electronic/computer systems, associated peripherals and AV equipment.

- To work across a number of schools providing IT support under the direction of the Senior Engineer/IT Operations Manager

- To monitor daily server backups and antivirus issues for the schools allocated for support. To report issues to the Senior Engineer / IT Operations Manager

- To demonstrate an active commitment to on-going professional development.

- To undertake any other relevant duties as may reasonably be requested by the Trust.

- To manage the creation of user accounts and email addresses for users in the trust.

Responsibility for Staff:	None
Responsibility for Customers/Clients:	Responsible for It Support guidance and advice to all Schools within the trust
Responsibility for Budgets/Financial resources:	None
Responsibility for Physical Resources:	Responsible for contributing to collation of asset register data for all sites within the Academy Trust

Personal Specification

		E	D	How Identified
Qualifications	Qualified to at least GCSE level at C or above in English and Maths or equivalent	✓		Certificates
	Microsoft Certification		✓	Certificates
Experience & Knowledge	Experience of using a IT helpdesk	✓		Application Form Interview References
	Experience of resolving IT technical issues	✓		
	Experience of working in multi establishments with a variety of IT equipment	✓		
	Experience of Microsoft and Google applications	✓		
Training	Record of continuous and relevant training	✓		Application Form Interview
	To be prepared to undertake relevant training as and when necessary	✓		
Skills/Attributes	Ability to work part of a larger team	✓		
	Ability to provide support and advice to users on a wide variety of ICT hardware, software and related equipment.	✓		
	Ability to multi-task, and perform actions requiring a sustained level of concentration whilst dealing with a high level of interruptions is also essential	✓		
	A ability to diagnose and rectify basic networking faults	✓		
	A ability to diagnose PC hardware configuration faults	✓		
	Ability to form and maintain appropriate professional relationships with staff and other school partners	✓		
	Must be able to explain instructions or technical difficulties in a clear manner	✓		