



LAURUS

TRUST

Job Description and Person Specification

IT Technician



IT Technician

Salary: Scale 3

Purpose of the post: To work as part of a team to provide a technical support and maintenance service for the IT provision across the schools in the Laurus Trust

Reporting to: Assistant Network Manager

SUMMARY OF RESPONSIBILITIES AND PERSONAL DUTIES:

KEY AREAS

- Provide a high standard of first line technical support to end users via email, telephone and face to face, on all aspects of the Laurus Trust IT provision in a timely and professional manner
- Provide technical advice for school staff and support in lessons where appropriate.
- Assist teaching staff to set up IT equipment for computing lessons when required.
- Promote safe and responsible use of the internet, including social media, by students and report any instances of inappropriate usage to the senior IT team.
- To assist in the development and maintenance of the network infrastructure, including cabling, patching and testing of data and telecoms wiring on site.
- To assist in the management of user accounts on the schools' computer systems, including e-mail systems and their associated network settings.
- To assist in carrying out logging and tracking of user activity and in the checking and maintenance of user activity logs.
- To assist in the installation, deployment, maintenance and upgrade of software packages.
- To assist in the auditing of IT equipment at the school and carry out appropriate inventory checking.
- To assist in the ordering of resources.

GENERAL

- To fulfil personal requirements, where appropriate, with regard to Trust policies and procedures, Trust's Acceptable Use, ICT e-safety and Data Protection Policies, health, safety and welfare, emergency, evacuation and security.
- To take responsibility for promoting and safeguarding the welfare of students in Trust's schools.
- To work positively and inclusively with colleagues so that the Schools and Trust provide a workplace and deliver services that do not discriminate against people on the grounds of their age, sexuality, religion or belief, race, gender or disabilities.
- To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities.
- Flexibility to travel between different sites of the Laurus Trust as required.
- To actively participate in performance reviews at regular intervals in accordance with Trust procedures
- Undertake training courses organised by the Trust where these will assist in the carrying out of the above duties, develop skills which may be required to fulfil those duties in the future or are required to fulfil legal requirements

Person Specification

<u>Attributes</u>	<u>Essential</u>	<u>Desirable</u>	<u>How identified</u>
Relevant experience	<ul style="list-style-type: none"> • Experience within IT orientated jobs or areas • Technical knowledge of computer hardware • Experience of installing & maintaining applications such as Microsoft Office • Basic understanding of computer networks • Demonstrable experience of delivering excellent customer service • Demonstrable knowledge and experience of providing administrative support 	<ul style="list-style-type: none"> • Experience of working with young people in a school/community environment • Experience of using Windows/MAC/Linux operating systems • Experience of using iOS tablet devices • Experience using Audio/Visual equipment 	Application form, Interview and Task
Education and training	<ul style="list-style-type: none"> • Minimum Maths & English GCSE (A*-C) or equivalent • Technical qualification in a relevant discipline 	<ul style="list-style-type: none"> • Appropriate degree status • Evidence of recent professional training and certification 	Application form and Interview
Special Knowledge and skills	<ul style="list-style-type: none"> • Ability to think logically and demonstrate problem solving skills • Ability to multi-task and work under pressure when dealing with multiple requests for IT support • Ability to work well as part of a team 	<ul style="list-style-type: none"> • Experience of video editing 	Application form, Interview and references
Any additional factors	<ul style="list-style-type: none"> • Good communication and interpersonal skills • Flexible and adaptable approach • Enthusiasm and commitment to hard work • This post is subject to an enhanced DBS check • Driving licence 	<ul style="list-style-type: none"> • Familiarity with Health & Safety regulations • Willingness to commit to ongoing Professional Development • Ability to work at heights 	Application form, Interview, onboarding stage