JOB PROFILE

Post:	IT Technician
Grade:	£19,371 - £22,991 37 hours x 52 weeks
Responsible to:	Trust Network Manager
Responsible for:	n/a

Job Purpose

To assist the Trust Network Manager in providing technical support, resources and materials to staff to ensure the delivery of the curriculum, in a safe, timely and flexible manner and to assist in providing classroom support for teaching staff.

To assist the Trust Network Manager in providing support to students in relation to bring your own device, printing and UTC IT infrastructure.

To be able to provide an efficient and effective service, characterised by clear, accurate work, meeting deadlines, successful task completion, confidentiality and the ability to work on your own initiative under the direction of the Trust Network Manager.

Be willing to undertake any training to develop within the role.

Main Duties

This is not a comprehensive list of all tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade.

- To assist in the management of the UTC's network based solutions, curriculum and administration networks.
- To assist in the management of ICT applications and user accounts to maintain efficient systems of work.
- To assist in the management of back-up systems and disaster contingencies.
- To assist with the liaison with appropriate outside agencies regarding application faults.
- To assist in the management and implementation of the installation of all new computer software as required, enabling the delivery of ICT to all curriculum areas.
- Arrange annual inspection and safety testing of computer equipment.
- To assist with the configuration of the network so that it runs smoothly, monitoring traffic and spreading the load appropriately.
- To assist with the configuration of laptops for the wireless network.
- To assist controlling the amount of workspace available to each user.

- To assist the Trust Network Manager to ensure that the service desk provides a responsive and effective service to users, minimising the disruption to the efficient running of the Trust.

- To assist the Trust Network Manager in diagnosing and fixing problems.

- To assist with monitoring and managing workflow.

- To assist the Trust Network Manager in maintaining the IT asset register.

- To assist the Trust Network Manager in assisting staff and visitors in the preparation of presentations and the setting up of AV equipment.

- To assist in the monitoring and booking of video conferencing equipment.

- To assist in the monitoring and booking of mobile devices such as iPads, kindles and user 'Bring Your Own Device.'

- To assist in the management of the laptop trollies.

- To assist the Trust Network Manager in providing AV support for UTC events, including out of hours for those mutually agreed with the local Principal.

- Providing support to users and being the first point of contact for error reporting.

- Establishing good relationships with all departments and colleagues.

- Ability to work effectively on your own.

General

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and it's grading.

The UTC has approved a policy on Equal Opportunities in Employment and copies are freely available to all employees.

All employees have the responsibility to:

- Ensure any documentation produced is to a high standard and is in line with the corporate branding.

- Be aware and comply with policies and procedures relating to Safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person.

- All staff are responsible for the implementation of the Health and Safety Policy as far as it affects them, colleagues and others who may be affected by their work.

- Participate in training and other learning activities as required.

- Support UTC activities including assemblies, attending appropriate UTC events as directed.

- Any other duties deemed reasonable, as directed by the Business & Operations Director.

- Participate in the UTC's Performance Management / Appraisal process.

- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.

- Promote the area of responsibility within the UTC and beyond.

- Represent the UTC at events as appropriate.

- Support and promote the UTC ethos.

IT Technician

Person Specification	Essential / Desirable E/D
Education / Qualifications	
Level 3 IT Based qualification.	**E**
Maths and English to minimum level 2.	**E**
Experience	
Providing application support, including liaising with users and external software suppliers.	**E**
Installing client software.	**D**
Experience of working in an ICT support role.	**E**
Working with technical reports, testing protocols and systems procedures.	**D**
Abilities	
Effective communicator both written and orally including the ability to explain technical issues to a non-technical audience.	**D**
Able to work effectively and take decisions under pressure.	**E**
Able to work as an effective member of a team.	**E**
Able to prioritise workload appropriately.	**E**
Able to follow procedures and technical documentation.	**E**
Able to follow instructions / complete tasks given to a high standard.	**E**
Other Requirements	
Flexible working as may be asked/required to work unsociable hours.	**E**
Demonstrate a clear understanding / be willing to develop an understanding of issues in relation to safeguarding children and vulnerable adults.	**E**
Demonstrate a clear understanding / be willing to develop an understanding of equality of opportunity and diversity.	**E**
Commitment to self-development.	**E**
Commitment to working within the policies and procedures of the UTC Trust, including health and safety guidelines.	**E**