



LAURUS

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TRUST

Job Description & Person Specification

IT Technician



Job Title : IT Technician
Scale : Scale 3

Reporting Arrangements

Reporting to : Trust IT Manager
Accountable for : N/A

Job Purpose

- To provide technical support and maintenance service for the IT provision across the schools in the Laurus Trust.

Main Responsibilities

- Work as part of a team to maintain the school network in a first line technical support role to end users on all aspects of the Laurus Trust IT provision.
- 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.
- Respond quickly in an appropriate manner to all requests for assistance or support.
- Be available by phone, email etc. during working hours.
- Complete all work to a high standard under the supervision of the IT Director, Network Manager and Assistant Network Managers (the senior IT team).
- Promote safe and responsible use of the internet including social media, and report any instances of inappropriate usage to the senior IT team.
- Assist in the development and maintenance of the network infrastructure including, cabling, patching and testing of data and telecoms wiring on site.
- Assist in the management of user accounts on the schools' computer systems, including e-mail systems and their associated network settings.
- Assist in carrying out logging and tracking of user activity.
- Carry out regular checks and general maintenance of user activity logs.
- Assist in the installation, deployment, maintenance and upgrade of software packages as required.
- To assist in the auditing of IT equipment at the school and carry out appropriate inventory checking as required.
- Assist in the ordering of resources when requested.

Trust Responsibilities

- Adhere to all Trust policies and procedures.
- Take responsibility for promoting and safeguarding the welfare of all pupils.
- All staff are expected to be committed to the Equal Opportunities Policy, to work positively and inclusively with colleagues so that the Trust provides a workplace and delivers services that do not discriminate against people on the grounds of their age, gender, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.
- 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).
- Travel between different sites of the Laurus Trust as required.
- 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.
- Refrain from smoking in any areas of Trust premises.
- Behave in a manner that ensures the security of property and resources.
- All staff are expected to demonstrate consistently high standards of personal and professional conduct as defined in The Laurus Trust Code of Conduct Policy.

Safeguarding

The Laurus Trust and its affiliated schools are committed to safeguarding and protecting the children and young people that we work with. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. The post holder will be required to complete an enhanced Disclosure Barring Service (DBS) Check with appropriate barred list checks, or the equivalent, and must be eligible to work in the UK.

We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across the school. This is in line with statutory guidance Keeping Children Safe in Education and The Education Act, we expect all staff and volunteers to share this commitment.

Core Behaviours

It's important for all Support Staff to be able to demonstrate some or all of the core behaviours on a regular/daily basis:

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| ➤ Adaptable | - | Open to change, to be flexible. |
| ➤ Courageous | - | Willing to speak up, offer ideas, challenge the norm. |
| ➤ Hard Working | - | Strong work ethic, prepared to go the extra mile. |
| ➤ Inclusive | - | Treat others fairly and equally. |
| ➤ Engaged | - | Involved/absorbed in your work, participate at all times. |
| ➤ Value | - | Add value to your role, your team and the Trust. |
| ➤ Enquiring | - | Have an enquiring mind, curious, improve and find solutions. |
| ➤ Motivated | - | Pro-active, wanting to achieve goals, willingness to try, can do attitude. |
| ➤ Encouraging | - | Giving/offering support and confidence to others, working together. |
| ➤ Navigator | - | Providing guidance, leading when necessary. |
| ➤ Tenacious | - | Perseverance, never giving up, whatever it takes. |

Person Specification

Attributes	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • Vocational qualification(s) relevant to the post • Sound educational background including • GCSE's Maths and English (A*-C) or equivalent 	<ul style="list-style-type: none"> • A Degree or Higher Education Qualification relative to the post
Knowledge and Experience	<ul style="list-style-type: none"> • Prior experience in a similar IT based role • Computer hardware technical knowledge • Experience of installing & maintaining applications such as Microsoft Office • Basic understanding of computer networks • Experience of delivering to deadlines and achieving set targets to a high standard • Experience of allocating and prioritising workload effectively to gain maximum productivity • Strong IT Skills including Microsoft PowerPoint, Excel, Word and Outlook 	<ul style="list-style-type: none"> • Experience of using Windows/MAC/Linux operating systems. • Experience of using iOS tablet devices • Experience using Audio/Visual equipment • Experience of working in a school environment • Experience of working with confidential information • Awareness of current issues in the Education
Skills	<ul style="list-style-type: none"> • Excellent planning and organisational skills • Ability to work independently to organise own workload • Strong interpersonal skills • Highly motivated individual with an innovative approach • Problem solving and analytical skills • Ability to demonstrate engaging oral and written communication 	
Other Qualities	<ul style="list-style-type: none"> • Full driving licence • Ability to make effective decisions • Ability to work accurately and methodically • Excellent time management • Ability to remain calm under pressure • Flexible • Good team player • Willingness to undertake further training 	

	<ul style="list-style-type: none">• Commitment to safeguarding and promoting the welfare of children	
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