

# JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job Title</b>	IT Technician	<b>Location</b>	Ellis Guilford School
<b>Salary</b>	Grade D NJC 6-11, Actual salary £25,989 to £28,142 per year	<b>Hours</b>	37 hours per week, all year round (52 weeks)
<b>Department</b>	Support staff	<b>Reports To</b>	Senior IT Manager

<b>JOB PURPOSE:</b>
<p>To provide first-class IT support and customer service to Ellis Guilford School, in collaboration with all stakeholders.</p> <p>To work with all staff and children, efficiently supporting with IT systems and requests.</p> <p>To work in collaboration with the IT team, including school-based IT colleagues and Central Trust IT colleagues.</p> <p>To make a significant contribution to the culture and ethos of the school, upholding the school vision and values, whilst actively promoting school policy to support all colleagues.</p>

<b>KEY RESPONSIBILITIES AND DUTIES:</b>
<p><b>SPECIFIC TO ROLE</b></p> <ul style="list-style-type: none"> <li>• Ensure that all incidents and requests for the school are logged appropriately on the IT Service Desk.</li> <li>• Ensure that incidents and requests for the school are resolved within the target resolution time and are documented within the IT Service Desk.</li> <li>• Resolve incidents and requests that have been assigned to you on the IT Service Desk</li> <li>• Maintain regular communications with the appropriate staff until incident resolution.</li> <li>• Monitor progress of all incidents and requests for the school against Service Level targets and respond promptly to staff requests for updates or resolution as appropriate.</li> <li>• Escalate any incidents to the appropriate team as necessary and work with the IT Technician, Regional IT Manager, central IT Team, 3rd line support, and other stakeholders to resolution.</li> <li>• Identify, resolve and/or document workarounds for IT problems.</li> <li>• Ensure staff, children and other stakeholders feel welcome and receive a high level of customer service whilst being assisted with their IT issues and requests.</li> <li>• Deploy, manage and support of PCs, Laptops and other endpoints and devices such as printers and touchscreen TVs, and ensure that the hardware is tested and prepared for use when required.</li> <li>• Assist with the upkeep on the School's web filter, including blocking and allowing sites as appropriate.</li> <li>• Provide technical support and advice to the school.</li> <li>• Assist with the installation of new software and help ensure licensing is compliance.</li> </ul>

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Set up and maintain user and e-mail accounts, ensuring that new staff and children receive credentials in a timely fashion.

- Assist with the maintenance of inventories for IT hardware and software.  
Be familiar with and provide support for the school's CCTV & telephone system, door access control and other systems used by the school.
- Support the Data Protection Lead with any IT related data protection issues.  
Take an active role in the on-going support of the school's Office 365 tools such as SharePoint, OneDrive and Microsoft Teams for Education.  
Using monitoring tools in place, monitor user activity on the network and report any issues to the Regional IT Manager and other appropriate staff. E.g. DSL.  
Create and update user guides for hardware and software.
- Assist with training sessions for all staff on systems they use. This includes Interactive whiteboards/screens, Office 365, CCTV, telephone system and any other IT used by the school.

## OTHER PROFESSIONAL REQUIREMENTS

- Establish effective working relationships and be an effective role model to children through own personal presentation as well as personal and professional conduct.
- Have elevated expectations for every child
- Co-operate with other staff to ensure sharing and effective usage of resources to the benefit of the school, department, and children.
- Work as a team member and identify opportunities for collaborating with colleagues and developing effective practice with them.
- Perform break, lunch and other form of duties as required by the school.
- Undertake other reasonable tasks as required by the Principal and Regional IT Manager.
- Work flexibly and after office hours when required, such as for IT maintenance tasks/out of hours event support.
- Contribute to the school's form tutor programme
- This job description is not necessarily a comprehensive definition of the post, and the post holder will be required to undertake other duties appropriate to the grade and character of the work as directed.
- The job description will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the post holder.
- The duties may be varied to meet the changing demands of the school at the reasonable discretion of the Principal.

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JOB REQUIREMENTS:		
	Essential	Desirable
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Level 2 or GCSE A-C in English and Maths</li> </ul>	<ul style="list-style-type: none"> <li>Professional ICT qualifications (e.g.) Microsoft.</li> </ul>
<b>EXPERIENCE, KNOWLEDGE AND UNDERSTANDING</b>	<ul style="list-style-type: none"> <li>Recent and relevant experience of working in an IT Support role.</li> <li>A knowledge of the safeguarding responsibilities of adults working within a school environment.</li> </ul> <p>An understanding and commitment to ensuring complete confidentiality in all matters and adherence to Data Protection regulations.</p> <ul style="list-style-type: none"> <li>Knowledge of Microsoft Windows 7/8/10, Office software and other desktop products, Anti-Virus.</li> <li>Excellent communication, numeracy and literacy skills</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of interactive Whiteboards, touchscreens and associated software.</li> <li>Knowledge of cloud-based systems such as Office 365.</li> <li>Knowledge of school MIS systems</li> <li>Knowledge of child protection.</li> <li>Knowledge of networking and management of network hardware such as switches &amp; wireless systems.</li> <li>Experience of providing IT Support within schools</li> </ul>
<b>SKILLS AND PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>Ability to prioritise tasks and work under pressure during troubleshooting and problem-solving.</li> <li>Ability to interpret and analyse complex information.</li> <li>High professional and personal standards in both work and conduct.</li> <li>Good people skills, including the ability to work as a team member, but also having self-motivation when working independently.</li> <li>Ability to convey technical problems to non-technical staff.</li> <li>Confident in dealing with all levels of stakeholders.</li> <li>Strong in personal drive and willingness to get things done.</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Good time management.</li> <li>• Openness to learning, change and personal development.</li> </ul> <p>Resilience and motivation to manage day-to-day challenges.</p> <ul style="list-style-type: none"> <li>• Accepts accountability and takes personal responsibility for their own actions.</li> <li>• Commitment to further training and professional development.</li> <li>• High levels of discretion.</li> <li>• Effective use of Microsoft packages.</li> </ul>	
<b>CREATIVE EDUCATION TRUST VALUES</b>	<p>All colleagues are expected to demonstrate the Creative Education Trust values in their work by:</p> <ul style="list-style-type: none"> <li>• <b>Empowering Ambition:</b> Supporting personal growth, innovation and high performance.</li> <li>• <b>Championing Equity:</b> Promoting fairness, inclusion and high expectations for every student.</li> <li>• <b>Unlocking Opportunity:</b> Helping create access to knowledge, experiences and networks that broaden horizons.</li> </ul> <p>These values should be evident in how the post-holder works, collaborates and contributes to the wider Trust community.</p>	
<b>EQUAL OPPORTUNITIES</b>	A demonstrable commitment to supporting and promoting safeguarding, student welfare, equality and diversity	
<b>SAFEGUARDING</b>	<p>A thorough understanding of up-to-date safeguarding requirements and best practice</p> <p>Committed to the highest standards for child protection.</p>	
<b>OTHER REQUIREMENTS</b>	<p>Elevated expectations for every pupil and a proven history of making a difference to the learning and experiences of children inside and outside the classroom.</p> <p>Commitment to and vision for developing links with the local community.</p>	

**Creative Education Trust is committed to safeguarding and promoting the welfare of our children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be required to undertake relevant safeguarding checks in line with Government safer recruitment guidelines.**