Chilton Trinity School
AMBITION | ENGAGEMENT | RESILIENCE
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Headteacher: James Lamb
CEO: John Wells

Clevedon LEARNING TRUST

Job Description

Senior IT Technician

Grade: 12

Line Manager: **IT Manager**

Other Stakeholders:

- Headteacher/Head of School
- Governors/Trust Board
- School Staff
- School Site Team
- School ICT Team

Responsible for: **N/A**

CONTEXT

It is expected that all staff agree with, abide by and promote the aims and objectives of the School within which they work and the Clevedon Learning Trust (CLT).

The Trust's vision statement is: Children, Choice, Collaboration
Chilton Trinity's vision statement is: Work Hard and Be Kind

Staff are expected to interact on a professional level with all stakeholders and to abide with the CLT's Code of Conduct.

ROLE OVERVIEW

Work with the IT Network Manager to solve IT and network problems and prevent reoccurrence (by identifying causes). Provide front line advice and help for students, teachers, and support staff in relation to hardware and software problems.

To provide and maintain IT services that support effective teaching, learning and administration.

Be responsible for supporting and maintaining IT services and travel to and from specified primary schools within the Trust.

MAIN DUTIES

To be aware of, comply with, and enforce, policies and procedures relating to child protection, security and confidentiality, reporting all concerns to an appropriate person in line with the school's policies.

To manage installation, repair and configuration of components, peripherals and software on servers and clients.

To provide advice and technical support for all users as well as working with and supporting pupils and provide assistance in the classroom where necessary.

As a member of the IT Support team provide help, advice and guidance on technology developments to improve IT provision and IT support service delivery within the school.

Utilise the fault logging service, and ensure issues are resolved in a timely manner and with minimal disruption to learning.

Help manage the on-going strategic and practical development of network system, services and facilities.

To ensure that an inventory of all computer hardware and software is maintained and that licensing requirements are adhered to, and that the location of all items is recorded, and hardware security marked.

To ensure the security of all information held on the computer systems is maintained in line with Data Protection Laws, School Policy, etc.

In the absence of the IT Network Manager to be the first point of call for all emergency IT callouts.

Support the effective use of IT systems to promote improved standards by supporting and training stakeholders (e.g. SLT, teaching and support staff) in key areas.

To help ensure that all staff and students are aware of the requirements of operational policies relating to their use of IT.

To maintain confidentiality at all times in respect of Trust-related matters and to prevent the disclosure of confidential and sensitive information in line with the principles of Data Protection.

To work with the IT Support Team on the use and support of Office 365.

With the IT Network Manager develop an IT improvement plan.

As part of the IT Support team, help with major developments within IT services/resources and support their implementation and contribute to continuous improvement to meet future needs.

Produce new and updated technical documentation and guides for staff.

Be a key member of the IT Support team as it expands.

AND IN ADDITION

Having a willingness to take responsibility for one's own professional development and to engage with further training and opportunities.

To attend any other meetings and fulfil other duties as may, from time to time, be reasonably directed by the Senior Leadership Team.

DATA PROTECTION AND SAFEGUARDING

- Work within the requirements of Data Protection at all times
- Understand your responsibilities in relation to Safeguarding and child protection and how to highlight an issue / concerns
- Remain vigilant to ensure all students are protected from potential harm

GENERAL

- The post-holder will be expected to undertake any appropriate training provided by the CLT to assist them in carrying out any of the above duties

- The post holder will have access to highly confidential and sensitive information in the course of their duties and must maintain the confidentiality and security of such information at all times

- The post-holder will be expected to contribute to the protection of children and young people, as appropriate, in accordance with any agreed policies and/or guidelines, reporting any issues or concerns to their immediate line manager

- The post-holder will be required to promote, monitor and maintain health, safety and security in the work place. To include ensuring that the requirements of the Health & Safety at Work Act, COSHH, and all other mandatory regulations are adhered to

- An Enhanced Disclosure with the Disclosure and Barring Service (DBS) will be undertaken before an appointment can be confirmed. The successful candidate will be required to disclose all convictions and cautions, including those that are spent; the exception being certain, minor cautions and convictions which are 'protected' for the purposes of the 'Exceptions' order. https://www.gov.uk/government/collections/dbs-filtering-guidance '

NOTES

This job description only contains the main accountabilities relating to the post and does not describe in detail all of the duties required to carry them out. The post holder may be required to undertake other duties and responsibilities that are commensurate with the nature and level of the post.

The CLT will endeavour to make any reasonable adjustments to the job and working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

PERSON SPECIFICATION – IT Technician

AREA	ESSENTIAL	DESIRABLE
Education/ Qualifications	Good general education to GCSE Level including Numeracy and Literacy equivalent to GCSE Grade C, or Level 3 on the national vocational framework.	Evidence of relevant professional development and qualifications.
Experience & Knowledge	A broad range of practical technical experience and knowledge, including: • Fault identification and repair • Different hardware, including: Whiteboards, Projectors, PCs, Printers, iPads, iMac. • Office 365 and Exchange • MS Office • Windows Server • Switch and Wireless management • A range of networking technologies, systems, software and hardware At least 1 years' experience in network administration, working within a complex IT systems environment. Current UK driving licence and willingness to travel between sites	Experience of working in education, preferably in a large secondary school. Experience of conducting staff appraisal. Knowledge of: • Building servers and workstations • Understanding of networking concepts: TCP/IP, LAN/WAN, DHCP, DNS, Routing, Switching and Firewalls. • Email and spam troubleshooting. • Data Backup and recovery • SQL Server Microsoft Certified.
Skills and Qualities	Strong numeric skills and attention to detail. Excellent communication and interpersonal skills. The ability to relate to, and establish effective relationships with students, staff and parents. Excellent organisational skills and the ability to effectively multi-task, plan and prioritise workload to meet deadlines. Ability to work on own initiative and to 'think outside the box' for problem solving. Good time management, flexible, motivated, confident, assertive. Ability to manage change. Respect confidentiality. Enthusiastic and positive with a 'can-do' attitude. A willingness to be flexible about working hours.	Knowledge and understanding of an educational database, such as SIMS.

Behaviours	Commitment to promoting the ethos and values of the school/Trust and getting the best outcomes for all pupils Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school. Professional and approachable.	
Other	Able to display an awareness, understanding and commitment to the protection and safeguarding of children Commitment to maintaining confidentiality at all times.	