



Job Description

IT Support Engineer

Salary and Hours

Salary:	NJC Grade 4 - Pro-rata: £12,996 to £14,312
Hours:	Part Time (18.5 hours per week, 52 weeks per year)
Location:	National Church of England Academy (NG15 7DB), with travel to Trust sites as required.

Role Description

Responsible to: Head of IT

Responsible for: 1st Line IT Support

The Role:

To support the IT team's work at the National CofE Academy and across the wider Trust where required, including but not limited to:

- Providing outstanding first line IT support at the academy, both onsite and remotely.
- Troubleshoot, diagnose and repair hardware (including computers, laptops, printers, audio/visual equipment and network infrastructure) and software faults.
- Accurately record, update and escalate support tickets on the Trust's central IT Service Desk.
- Creation of end user IT support guides on the Trust's central IT Service Desk.
- Support with backups, virus protection and security procedures as required.
- To provide training to staff and pupils on relevant IT platforms.

Duties and responsibilities:

The following gives an indication of the duties and responsibilities that the post may involve. The post holder will be expected to work flexibly and carry out any work that is reasonably required and is appropriate to the grade.

The post holder may occasionally be required to work outside of their core hours, this time will be accrued as lieu time to be taken at a point in time as agreed with their line manager.

The post holder will also be expected to travel to any of the Trust sites on an as and when required basis to carry out their role.



Support

- To provide outstanding IT support across all levels to all members of Trust, both onsite and remotely.
- Accurately record, update and escalate support tickets on the Trust's central IT Service Desk.
- Troubleshoot, diagnose and repair hardware (including computers, laptops, printers, audio/visual equipment) and software faults.
- Configuration, deployment and testing of new hardware into production.
- Installation and management of client software.
- To plan, track and complete periodic maintenance of IT resources.
- Creation of IT solution guides on the Trust's central IT Service Desk.
- Support staff and pupils in the use of ICT resources through direct interaction and by producing help sheets.
- Advise and train individual staff and pupils; produce detailed help sheets and other documentation as required.

General

- Assist with the management and tracking of hardware and software assets.
- To maintain the IT consumable stock registers.
- Assist with the maintaining the Trust's IT system documentation.
- Ensure any concerns and/or breaches are reported swiftly to the Head of IT and the designated Data Protection Officer.
- To ensure confidentiality is maintained and all policies and procedures are followed at all times.
- To ensure that the IT office is kept tidy at all times.

Personal Development

- To work with the Head of IT to identify any skill gaps and then agree upon a plan to actively develop IT skills relevant to the Trust IT environment.
- Attend relevant courses, as agreed, and use other means to improve IT skills and knowledge.
- Attend and support staff training sessions, to increase personal understanding of how ICT is used in specific contexts across the academy.

Additional duties:

- To play a full part in the life of the Trust, to support its distinctive aims and ethos and to encourage others to follow this example
- To participate in induction training, staff review processes and professional development opportunities
- To comply with any reasonable request from the line manager to undertake work of a similar level that is not specified in this job description
- To undertake professional duties that may be reasonably assigned by the Chief Operating Officer
- Undertaking any other duties which may reasonably be regarded as within the nature of the duties and responsibilities / grade of the post, as defined, subject to the proviso that normally, any changes of a permanent nature shall be incorporated into the job description in specific terms.



Health and Safety:

- It is an Employee's responsibility to take reasonable care of themselves and others and anybody affected by their undertaking including any act(s) or omissions.
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- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.
- The school will endeavor to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.
- This job description is current at the date shown, but, in consultation with you, may be changed to reflect or anticipate changes in the job commensurate with the grade and job title.

Signed: _____ Staff Member

Date: _____

Signed: _____ Chief Executive Officer