JOB TITLE: IT Technician
DEPARTMENT: IT Services; Leigh Academies Trust
LOCATION/S: The Leigh UTC and Inspiration Academy
REPORTS TO: IT Operations Manager

Main Duties

- Respond to requests for ICT support in accordance with Helpdesk procedures and priorities
- Support Network Managers install, support and maintain all Trust IT hardware and services
- Support users with their day to day IT issues
- Assist in the installation or repair of Windows, Macintosh and Google Chrome computers with standardised applications and networking software, diagnosing and solving problems that develop in their operations
- Assist in a wide range of technical duties associated with the computer network and desktop services, primarily in connection with existing installations and upgrading of these installations. (desktop computers, printers, telephones, scanners)
- Assist in the monitoring of the performance of hardware and software with a view to pursuing particular or recurring problems
- Assist in the monitoring of the use of software and ensuring that all software is licensed and supported sufficiently
- Assist in the evaluation of the performance of various items of equipment, determine their suitability for specific applications and prepare reports as required
- Assist in the asset tagging of hardware and updating of the asset register
- To evaluate the performance of various items of hardware and services such as VOIP (Voice over Internet Protocol), printing, AV and desktop software, determine their suitability for specific applications and prepare reports as required
- Assist in general duties such as moving equipment and clearing work spaces

Profile of Successful Candidate

The successful candidate will have the following qualities:

Specialist Knowledge:

- Knowledge of current IT best practice, products and statutory requirements.
- Knowledge of supporting services to users such as VOIP, networked printing and photocopying services and user services such as web access, data storage and retrieval, email services and various software packages

Strategic Awareness and Planning:

- An awareness of the impact of the availability and quality of IT services and support on the
- achievement of the Academies objectives

Teamwork / communication:

- An ability to communicate efficiently and confidently to both academic staff and students

Problem solving:

- An ability to analyse issues, make informed judgments', take appropriate actions and accept responsibility for results

Customer focus:

- Excellent customer service skills
- An ability to communicate effectively with Trust staff members at all levels of seniority
- An ability to explain technical issues in an accessible way to non-technical Academy members

Personal Motivation:

- A positive and helpful attitude towards work and colleagues
- Willingness to perform above and beyond normal expectation when necessary

Flexibility:

- An ability to adapt successfully to changing circumstances, identify fresh approaches and question traditional approaches and assumptions
- Be prepared to work unusual hours on occasions in cases of operational necessity
- Own transport is essential due to a need to travel between sites on occasion

Signed: _____ Date: _____
(Employee)