Job Description

POST: Mobile ICT Technician

RESPONSIBLE TO: Regional Service Delivery Manager

SALARY: NJC SP 18 – 22 (£18, 070 - £20,661) plus Expenses and Local Government Pension Scheme

LOCATION: Sheffield Region

WORKING PATTERN: Full time, 37 hours per week, 52 weeks per year

DISCLOSURE LEVEL: Enhanced

JOB PURPOSE:

- Ensure the smooth running of ICT systems over several sites to facilitate Teaching, Learning, Administration and Leadership.
- To allow the effective use of ICT by Teaching Staff, Admin Staff, Leadership and Students and to improve both their understanding of ICT and their experience of its use.
- To provide remote and face to face technical support in line with the academy's ICT support service definition.
- To support pupils and staff in the appropriate use of ICT, through advice or training.

SPECIFIC RESPONSIBILITIES:

A. Desktop & Application Support

- Connect, set up and check PCs and peripherals for normal operation.
- Detect, diagnose and resolve PC, peripheral and application errors.

B. Server & Network Support

- Set up hardware and perform basic checking of networked PCs, including diagnosis of networking/Server/Proxy issues.
- Perform routine maintenance tasks for user accounts; run basic network monitoring reports and utilities.

C. Health & Safety

- Carry out basic safety checks to make sure ICT resources are safe for use.
- Follow relevant H&S procedures and raise awareness among staff, pupils and other users.

D. Configuration & Installation

- Install new hardware, Repair current hardware and reload software on desktops/laptops following release management procedures.
- Always ensure that all new deployments, repairs and fixes are fully tested.
- Update records of installed hardware and software on the Oasis Call Management Software; maintain a software library and store original copies of installed applications.

- Ask for signature when issuing new ICT resources to staff.

E. Continuity, Maintenance & Security

- Follow academy backup, virus protection and security procedures.
- Note risks to ICT systems and suggest precautions; follow extended maintenance procedures.
- Ensure that staff laptops have HDD password set, and advise staff that USB keys are not a secure place to store important or confidential data.

F. Service Request Management

- Make sure all requests for ICT Support, new projects/purchases or major changes are recorded on the Oasis Call Management System.
- Investigate requests for support; record diagnostic information, retrieve details of similar requests and either resolve or escalate to the appropriate level.
- Respond to support requests according to academy procedures, recording detailed diagnostic information and using appropriate knowledgebase/logs to inform diagnosis and resolution.
- Determine whether an immediate solution is both required and possible; ensure steps are taken to find a permanent solution if not immediately possible.
- Ensure that service requests are responded or fixed or escalated according to the targets outlined in the Oasis Service Level Agreement.

G. Internal Support Arrangements & External Contracts

- Liaise with the central service desk team, the regional service delivery manager and external providers/manufacturers to facilitate in the resolution of service requests.

H. Safeguarding children and young people

Oasis Community Learning is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

Mobile ICT Technician
Person Specification

Our Purpose

Oasis Academies exists to provide a rich and balanced educational environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

Oasis Community Learning Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. Our work is motivated and inspired by the life, message and example of Christ, which shapes and guides every aspect of each of our schools. This is foundational to our belief that all people are created and loved by God as equal and unique beings, and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of each Academy community.

For further information, please refer to the Education Charter document which accompanies this job description.

	Essential	**Desirable**
Qualifications	• Must hold a valid driving licence and have means of transport.	• MCDST qualification (or working towards)
Experience, Skills & Knowledge	• Strong knowledge of XP and Windows 7 • Evidence of basic Windows Server 2003 / 2008 Administration • Evidence of being a good communicator • Enthusiastic approach to Customer Service • Good technical skills • Strong Audio Visual skills • Strongly task-driven/multi-tasking • Pro-active learner • Good oral and written communication skills. • Self-motivated. • Sound problem analysis and problem-solving skills. • Ability to identify and set key priorities.	• Experience of IT service within an Educational environment. • Experience of working with Audio Visual Equipment. • Experience of Microsoft Deployment Services, System Centre Configuration Manger • Experience of internet filtering and safeguarding technologies

Personal Qualities	• Team player prepared to work to achieve results. • Enthusiastic approach to customer service. • Willing to travel • Highly energetic. • Tactically driven. • Willing to work evenings and travel occasionally. • Commitment to safeguarding and promoting the welfare of children and young people • Willingness to undergo appropriate checks, including enhanced DBS checks • Motivation to work with children and young people • Ability to form and maintain appropriate relationships and personal boundaries with children and young people • Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline • Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis Community Learning ethos.	