City of London Academies Trust

Job Description

Post: IT Technician

Accountable to: IT Service Manager

Grade/Range: NJC Scale 5, SCP 12-16

Salary: £26,544 to £28,509

Working Pattern: Full Time, 35 hours per week, 52 weeks per year.

Location: City of London Academy Shoreditch Park (Primary Site) with the requirement to travel to various locations across the Trust within London as needed.

Disclosure level: Enhanced

Responsible for: N/A

Main Purpose

- To support the School and Shared IT Service in providing a high quality, comprehensive and efficient IT support function.
- To ensure delivery of the school's IT requirements, in line with the Trust's IT strategic plan and be accountable for the quality of work delivered.
- To provide a first contact service to assess and diagnose reported incidents and second level support by investigating raised incidents and provide resolutions within the service level agreement targets.
- To ensure the smooth running of IT systems and infrastructure at the Academy to facilitate outstanding teaching, learning, administration and leadership.
- To provide remote and face to face technical support in line with the Trust's IT Service definition.

This role will be part of the Shared IT function to deliver IT services to the designated home Academy and on occasions there may be a requirement for the Technician to undertake works at various locations across the Trust, within London, as required by the Service.

Key Accountabilities

Listed below are the key accountabilities for this role; however, this list should not be viewed as exhaustive:

Service Desk

- Ensure an accurate log of incidents/requests are maintained through the IT service desk, including items reported verbally, to enable tickets to be adequately tracked, resolved and reported on
- To retain ownership of all incident and service request tickets and ensure users are regularly informed of the status of their support ticket
- Assess incoming tickets and prioritise your work according to defined service performance indicators
- Answering incoming service desk calls or collaborate on ticket resolutions as required by the service
- Record details of tickets and diagnostic information to assist with the building of the knowledge base

- To re-route or escalate support tickets to the appropriate IT Service Manager, 3rd line support or other stakeholders to achieve resolution.
- Provide IT support to remote users as required by the service.

Service Operation

- Liaise with the relevant site contacts such as SLT link and/or the IT Service Manager to ensure that all specific local site and Trust IT requirements are met.
- Build and maintain positive working relationships with staff, 3rd parties and partner schools/clients Maintain a customer oriented and professional identity of the IT Support Services.
- Assist with IT procurement as appropriate, providing advice to relevant stakeholders and reviewing technical specifications whilst adhering to the principles of best value.
- Maintain records of site visits and call outs to ensure adequate administration of IT services.
- Ensure routine system checks and maintenance to ensure systems and devices are in line with the effective operation of the service.
- To maintain accurate inventory information on the Academy's IT estate in accordance with asset and change management procedures.
- Report faulty ICT equipment under warranty to manufacturers and arrange the collection of faulty equipment within the asset management procedures.
- Collaborate with 3rd party contractors on reported incidents and work towards satisfactory resolution of problems as they arise.
- Assist with the delivery of IT projects and rolling maintenance programmes as required by the service.
- Attend relevant IT Service meetings and complete IT support duties as necessary and where appropriate

Technical Support

- Support, maintain and deploy all IT hardware and software resources used, without exception:
    - Install, diagnose and resolve IT hardware and peripherals, performing hardware repairs and upgrades as necessary.
    - Image, deploy and maintain a variety of end user devices such as Windows based PCs, Mobile devices including laptops, tablets and chromebooks, as well as Apple OS, iMacs and iPads
    - Install, configure and maintain multi-functional printers, AV and classroom equipment ensuring that this hardware is regularly tested and ready for use when required.
    - Install, configure, maintain Academy VOIP/Telecom equipment.
    - Install, configure, test, diagnose and resolve software applications including patching, updates/ upgrades, ensuring compliance with software licensing regulations at all times.
- Perform maintenance, diagnostic and recovery routines on active network infrastructure and related IT equipment, including VLAN changes, escalating where necessary.
- Perform maintenance on the passive network infrastructure and cabling.
- Maintain and support incoming services such as CPE equipment and WAN links, escalating to senior level of support where necessary.
- To ensure that the server and network infrastructure onsite are regularly checked and maintained in accordance with IT service best practice and procedures.
- Work with the Trust's IT team to support the on-site infrastructure elements such as physical & virtual servers, UPS's and other networked devices to ensure the availability and security of the network, data and applications.
- To administer user login accounts, ensuring that new staff and students receive credentials in a timely manner.
- To manage distribution and security groups within the Academy to ensure that staff and students have appropriate access to the data and resources.
- Ensure that all Academy systems documentation is maintained and updated as required.

- Maintain Academy internet filtering systems and policies.
- Actively support, maintain and monitor security of the IT system to ensure the integrity of data, systems and resources, following Academy backup, virus protection and security procedures.
- Monitor the performance and effectiveness of systems/end-user devices and peripherals, resolving hardware and software faults, escalating within the IT Service as appropriate.
- With the assistance of the IT Services Manager or Trust IT Team, implement relevant IT Service security policies.
- Ensure changes requests are made and implemented in line with IT Service procedures.

Compliance

- Ensure compliance with Trust data protection policies, reporting any breaches or concerns to the Data Protection Officer.
- Ensure the IT Support Services complies with Health & Safety legislation in relation to ICT hardware and use.
- Ensure compliance against Academy IT cyber and security policies.
- Ensure that the IT Support Service is acting responsibly and legally with respect to copyright, acceptable use and data protection.
- Compliance with all government legislation.
- Compliance with Academy/MAT Policies, rules and regulations.

Other

- Ensure any documentation produced is to a high standard and is consistent.
- Participate in training and other learning activities as required.
- Provide appropriate guidance and supervision and assist in the training and development of users as appropriate.
- To demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with your line manager.
- Undertake such other duties as reasonable correspond to the general character of the post and commensurate with roles of this level within the Trust IT Support Service.
- Provide support to end users and other Trust schools as required by the service.

Statutory

- To work within a framework of best practise governed by the relevant occupational standards to support excellence in teaching and learning.
- To promote the safety and wellbeing of students, ensuring that the school's Child Protection and Safeguarding policies and procedures are promoted within the school.
- To be responsible for your own health and safety and that of students and your colleagues, in accordance with the Health and Safety at Work Act 1974 and relevant EC directives.
- To adhere to the Academy's Equality policy in all activities, and actively promote equality of opportunity.

Safeguarding Children

COLAT 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 enhanced DBS checks.

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.

The person undertaking this role is expected to work within the policies, ethos and aims of the Trust and to carry out such other duties as may reasonably be assigned. The post holder will be expected to have an agreed flexible

working pattern to ensure that all relevant functions are fulfilled through direct dialogue with employees, contractors and community members.

English Duty
This role is covered under part 7 of the Immigration Act 2016 and therefore the ability to speak fluent spoken English is an essential requirement for this role.

City of London Academies Trust

Person Specification

Our Values and Vision
The City of London Academies Trust, sponsored by the City of London Corporation, aims to provide high-quality education for students and pioneer educational innovation. We are driven by the ambition to provide world-class experiences and deliver exceptional educational outcomes for the young people we serve.

All City of London schools and academies draw upon the traditions, institutions, heritage and historical successes of London to furnish each of their diverse communities with life-transforming learning experiences. In doing so, we believe that the young people we serve develop into successful, compassionate young adults, who make a positive contribution to their local, national and global communities.

Our schools are characterised by a common understanding of what makes outstanding schools, based on five key principles which are known as our 'Foundations of Excellence'.

Our Staff
Our staff have high expectations, are consistent and driven to provide the best teaching and opportunities for our students. Teachers work in a well-disciplined environment where they are able to teach creative and engaging lessons, and all staff are given exciting opportunities to develop and learn from exceptional practitioners.

Equal Opportunities
The postholder will be expected to carry out all duties in the context of and in compliance with the academy Equalities policies.

	Essential	Desirable
Qualifications and Training		
Hold a recognised technical qualification (Cisco CCNA, CompTIA A+, Cisco IT Essentials, MCSA/MCP or MCITP etc) at NVQ level 3 or equivalent experience	✓	
ITIL foundation or higher		✓
Experience, Skills and Knowledge		
At least 2 years' experience of supporting IT systems or similar technical background	✓	
Evidence of working unsupervised or independently	✓	
Previous knowledge or experience within the education or school sector		✓
Experience of supporting Microsoft Office suite	✓	
Experience of using Capita SIMS or similar MIS databases		✓
Experience of setting up and running a range of administrative systems	✓	
Experience of supporting Google Apps for Education, Chrome OS and Chromebook Devices		✓
Experience in support and maintenance of Windows 7, 8 and 10	✓	
Experience in support and maintenance of Windows Server infrastructure services, including AD, GPO, DNS, DHCP	✓	
Experience of supporting and configuring VMWare or Hyper V		✓
Experience in support and maintenance of network printers	✓	
Experience in using and supporting Apple Devices and OS, IOS, iPad OS and related devices management technologies	✓	
Experience in supporting Cisco/Meraki Active Network and Wifi Infrastructure components		✓

Experience with Web filtering products LGFL, Smoothwall, Sonicwall, Websense		✓
Experience with Sophos Enterprise Console and other managed antivirus systems		✓
Experience of working with Audio Visual Equipment.		✓
Experience and understanding of incident, request and change management processes through an IT Service desk.	✓	
Understand the importance of a service level definition	✓	
Understanding of networking and telephony systems	✓	
Good understanding of the networking stack, TCP/IP and subnetting		✓
Comfortable with a range of backup products including		✓
Basic understanding of network cabling	✓	
Personal Qualities		
Demonstrable ability to keep on top of/evaluate a fast-changing context	✓	
Excellent written and oral communication skills with demonstrable experience of reaching consensus across a wide range of independent stakeholders (i.e. students, parents, staff, senior leaders and administrators), consultants, contractors	✓	
Excellent interpersonal skills including common courtesy, tact and confidentiality	✓	
Excellent problem-solving skills	✓	
Ability to organise and prioritise workload and work on own initiative	✓	
Able to identify and categorise relevant information for recording purposes	✓	
Ability to use a range of tools such as spreadsheets, word processing, presentation and publishing applications to produce professional communications	✓	
An ability and aptitude to research and learn new technologies	✓	
An ability to communicate efficiently and confidently to staff and students	✓	
An ability to explain technical issues in an accessible manner	✓	
Ability to work hard under pressure while maintaining a positive, professional attitude	✓	
Ability to work as part of a team	✓	
Flexible approach and willing to contribute to the success of the team	✓	
Commitment to personal career development	✓	
Willingness to learn and undertake training in-post	✓	
Other		
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	✓	