|  |  |
| --- | --- |
| Trinity Multi-Academy TrustJob Description |  |
| Job Title:  | IT User Support Technician  |  |
| Job Scale:  | Scale 5-6 (points 12-22)  |
|  |  |  |

**BASIC JOB PURPOSE**

* To provide practical IT support to trust sites, across a range of systems and hardware, to ensure that educational needs of staff and students are met.
* Support all users in best practice utilisation of IT resources across the trust to support them in fulfilling their role.

|  |  |
| --- | --- |
| **Reporting to:**  | IT Manager |
| **Responsible for:** | n/a  |

**MAIN RESPONSIBILITIES**

|  |  |
| --- | --- |
| **1** | To provide support to academies by ensuring that IT hardware is fit for purpose, in working order and available for teaching and support staff. |
| **2** | Undertake maintenance routines on IT equipment used in classrooms/workshops. This includes printers, whiteboards etc. |
| **3** | To provide support to academies by ensuring that IT software, including programs, specific teaching resources and iPad apps are available for teaching staff and students. |
| **4** | To administer regular checks of server and comms cabinets/rooms and ensure the equipment is running reliably. |
| **5** | To service and repair IT equipment and arrange for servicing and repairs by 3rd parties where necessary  |
| **6** | Provide support for academy IT systems such as VLE, website, internet, MS Office, Room Booking System etc. |
| **7** | Support the MIS system management and administration work, including liaison with helpdesks, communication to users and support for resolution. |
| **8** | Provide a ‘helpdesk’ style support service in line with agreed SLAs, providing advice, and referring more complex issues.  |
| **9** | To provide support during lessons in the use of IT equipment (i.e. demonstrating how to use equipment, to both teachers and students) |
| **10** | Advise on procurement of software, learning resources and future developments of the IT infrastructure. |
| **11** | To contribute to the development of ICT and its use across the Trust |

|  |
| --- |
| Other Specific Duties: |
| * All staff are expected to demonstrate consistently high standards of personal and professional conduct and maintain equally high standards of ethics and behaviour, within and outside school.
* Treat all students with dignity, observe proper boundaries and understand that every adult in the academy has a responsibility to safeguard children and young people.
* To continue personal professional development as required
* Attend staff and other meetings and participate in staff training and development events as required
* To actively engage in the performance review process
* All support staff may be used to perform appropriate duties as and when required by the academy, commensurate with the salary grade of that post if it is higher than the employee’s current salary
* To work in the best interests of the academy, students, parents and staff
* To adhere to the academy’s policies and procedures with particular reference to Child Protection, Equal Opportunities, Teaching and Learning and Health and Safety
* To work flexibly, including some evening work, and to travel, as required, to meet the needs of the role
* To work at locations across the academy Trust, as required.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.This job description is current at the date shown, but, in consultation with you, may be changed by the Principal to reflect or anticipate changes in the job commensurate with the grade and job title.  |
|  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Post Holder Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Post Holder Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date |

|  |
| --- |
| **PERSON SPECIFICATION** |
| **Job Title: IT Technician** |
| **KEY CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications & Experience** | * sound numeracy and literacy skills
* proficient use of technology, (PC, internet, MS Office packages) and understanding its use in supporting effective teaching and learning.
* a proven track record for providing First (and in some cases Second) Line support.
* a proven ICT record in delivering support over multiple complex networks and systems
 | * experience of working in a school environment
* experience of apple technology
 |
| **Knowledge & Understanding** | * a minimum of two years’ experience in a technical role.
* understanding of IT needs within the classroom and systems used in a school environment.
* excellent working knowledge of IT hardware use and repair
* subject knowledge and knowledge of the relevant policies, codes of practice and legislation (eg GDPR/Data Protection)
* good written / verbal communication
* strong knowledge of Windows 10/11, Microsoft 365 Apps and Windows Server 2016+ platforms.
* strong knowledge of Active Directory and Network Policies
 | * understanding of Safeguarding and Child Protection issues
* knowledge of Bromcom MIS
 |
| **Skills & Abilities** | * work as an effective team member and apply given instructions
* the ability to think on their feet and adapt to the changing demands of the organisation
* able to configure equipment
* practical skills, such as IT equipment maintenance
* able to complete log books, records, asset lists etc.
* able to organise, plan and complete tasks
* high personal standards and able to provide a role model for students and staff
* seek support and advice when necessary
* to be able to seamlessly move around all academies in the MAT supporting ICT if required
* ICT literate with a working ability to use key IT software to present work to a high standard
* ability to maintain strict confidentiality in all matters and command confidence and credibility
* strong research skills
* a customer service focus and the ability to communicate with customers and people from all backgrounds and levels
* ability to communicate and negotiate effectively to a range of audiences (internal and external) through highly developed inter-personal, written, oral and presentation skills
 | * willingness to develop own understanding through advice and training
* think clearly in emergency situations
 |
| **Personal Qualities** | * high degree of self-motivation, with the ability to adapt to different technical environments within the MAT
* commitment, energy, creativity and imagination. A capacity for hard work.
* a strong commitment to both Trust values and ethos, plus own professional conduct and ethics
* commitment to support the Trust’s agenda for safeguarding and equality and diversity
* a team player including flexibility and willingness to assist with the development of the Trust
* ability to work efficiently as part of a Team and on your own
* enjoyment in working with young people and families
* an excellent record of attendance and punctuality
* prioritise and manage own time effectively
* full UK Driving license
* respect confidentiality
* reliability, integrity and stamina
 |  |

**Specific technical knowledge**

Below is a list of some of technologies and solutions used across the trust.

Candidates with working knowledge or experience of these applications will be given priority at shortlisting stage.

* Freshservice IT Service Desk
* Microsoft Server 2016/2019/2022 (Including AD/GP/DNS/DHCP)
* Networking skills inc. LAN/WAN/VPN
* HP/Aruba switch technologies
* Sophos AntiVirus Cloud
* Print Management software (Papercut etc)
* Microsoft System Center Configuration Manager (Imaging of equipment, Deploying software etc)
* Hyper-V and Virtual Machine Manager
* ArcServe Backup
* VOIP telephony systems
* Cisco Meraki WiFi
* Apple Mac/Apple iPads/Configuration manager
* Microsoft Intune
* Microsoft Azure
* Microsoft 365 Platform
* SMART Interactive displays
* Digital signage
* Asset management

It would also be advantageous to have an understanding of:

* Bromcom MIS
* Cashless Systems, ID Visitor solution, Security Access Systems
* Biostore Biometric solution
* CCTV systems
* Smoothwall UTM and internet filtering