Job Description

Post:　　　　　**Cluster ICT Support Technician**
Responsible to:　　IT Service Desk Manager

About the Role

The Cluster ICT Support Technician will be responsible for providing IT support to Shared Services and School staff. Based in schools, this role will be on the front line and the face of the IT Services department and required to attend sites within their cluster of schools to install and maintain IT hardware and software, escalating more complex issues where appropriate.

Key Responsibilities:

Technical

- To provide practical support to the ICT infrastructure at schools and trust sites, across a range of systems and hardware and software, to facilitate the teaching and learning of students.
- Able to communicate with schools and central team staff
- Setting up and installing devices, including PCs, mobile devices, printers, scanners, and classroom technology.
- Checking computer hardware (HDD, mice, keyboards etc.) to ensure functionality.
- Installing and configuring appropriate software and functions according to specifications
- Identify, troubleshoot, and resolve IT issues.
- Support with the secure disposal of IT Assets
- Ensure security and privacy of networks and computer systems.
- Ensure safeguarding and monitoring systems are maintained in schools.
- Provide orientation and guidance to users on how to operate new software and computer equipment.
- Document both new and updated technical information for the IT Knowledge Base
- Carry out proactive maintenance of IT systems and hardware.
- Maintain issues and logs using IT helpdesk software.
- Escalating issues to senior technicians, Engineers or Service Desk Manager where required.
- Undertaking small/medium internal IT projects as and when required
- Support schools with compliant procurement of all IT solutions in accordance with Trust systems.
- Work as part of a team and support the wider company goals.

General

- Ensures equality of opportunity is afforded to all persons internal and external to the Trust, actively seeking to eliminate any direct or indirect discriminatory practices/behaviour.
- Commitment to own continuous professional development.
- Maintains the confidentiality of information acquired.

Additional Information

The duties outlined in the Job Description may be varied to meet changing demands at the line manager's reasonable direction. This job description does not form part of the contract of employment.

Person Specification

	Essential	Desirable
Right to work in the UK	*	
Knowledge/Qualifications		
Strong technical skills alongside an interest in new technology	*	
Proficient use of technology, (PC's mobile devices, printers, AV equipment) and understanding its use in supporting effective teaching and learning	*	
Experience working in an IT support role, involving troubleshooting, and resolving hardware and software issues.	*	
Previous experience working in a customer-facing role.	*	
Knowledge of Windows Server, Azure, and Office 365 management.		*
Knowledge of Office 365	*	
NVQ Level 3 qualification (or equivalent) in IT or digital solutions.		*
Remote and onsite end user support	*	
Good knowledge of Internet security and data privacy principles	*	
Experience and Skills		
Delivering IT within an education environment		*
Good interpersonal and communication skills	*	
Respects confidentiality	*	
Willingness to develop own understanding through advice and training.		*
Work as an effective team member and apply given instructions	*	
Able to organise, plan and complete tasks, prioritising workload across a cluster of schools		*
Ability to adapt to change and use own initiative when problems arise.		*
Able to configure, Install and maintain IT Equipment.	*	
Willingness to develop own understanding through advice and training.		*
Think clearly in emergency situations		*
Full UK Driving license, with own transport and business insurance, willingness to travel between sites.	*	
Professional attributes		
Models the vision and values of the trust	*	
Reliability, flexibility, integrity, and stamina ·	*	
A proactive and enthusiastic approach	*	
Willingness to work flexibly, sometimes outside of regular core hours, in response to service demands.	*	

REAch2 is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An Enhanced DBS with Child Barred List check is essential for this role.