JOB DESCRIPTION

Job Title	ICT Technician
Job Type	Permanent
Job Hours	36 hours a week x 52.143 weeks per year
Pay Grade/scale	LBR5 (12-15) - £30,033 - £31,440 (Pay Award Pending)
Location	Trust Wide
Responsible to	Chief Operating Officer (COO)

Responsible for: IT Service provision to Trust academies - Newbridge Academy and Hatchside Academy (both split sites). Transport will be required to travel across sites.

Role Purpose: To lead on support in delivering day to day IT Service, technology and ICT infrastructure needs across sites.

Key Responsibilities

- Reporting to the COO, contributing to the operational management of IT Services to support teaching and learning, business and administrative functions across the Academies & Trust.

- Responsibility for maintenance of ICT software, hardware and related systems/equipment and for the resolution of identified technical problems, as well as providing general IT support to school staff & SLT.

- Oversee the provision of all IT equipment and services across Academies aiming to ensure full availability and suitable performance.

- Supporting Astrum Trust specialist provisions such as SALT/OT Therapy & Post-16/College with day to day IT requirements.

Specific Duties

Service Operation

- Take day-to-day accountability of the operation of the school service desk, school management information systems and databases. To test, diagnose and resolve network, software and hardware faults (including peripherals), and perform maintenance repairs and upgrades where necessary.

- Provide 1st and 2nd line support for more complex requests and issues across the Academies, performing diagnosis and escalating to 3rd line support as required. Assist in maintaining a log of problems, changes and resolutions with 3rd line support.

- Actively contribute to discussions on how the Service can be improved based on knowledge and data from the service desk application.
- Identifying and aligning best IT practice across the Trust and its Academies.
- Management of starters/leavers on the network and emails/usernames and password management, device management.
- Deskside, classroom and application support, managing network sharing/access rights, monitoring system logs

IT Estate

- Support, maintain, develop and deploy all IT hardware and software resources used within the Academy & Trust.

- Maintain an accurate and up-to-date hardware Academy asset register which is used to inform the IT Refresh Strategy, Strategic Development Plan in line with the annual budget cycle.

- Maintain an accurate and up-to-date Academy IT software register including license details, renewal dates and costs, which is used to inform the IT Refresh Strategy and Strategic Development Plan, in line with the annual budget cycle.

- Co-ordinate the control of 3rd party IT equipment (i.e. printers, telephones), including liaising with suppliers, maintaining records, and monitoring stock levels of IT consumables.

- Actively maintain and monitor the anti-virus/anti-malware provision and overall security of the IT systems to

ensure the integrity of data, systems and resources.

- Management of active Academy network appliances including servers, switches, routers and firewalls where applicable.

- Maintaining Academy & Trust internet filtering/network security systems.

- Support the Trust and its Academies in building robust cyber-security resiliency and maintain data security.

- Supporting the COO deliver the Trust long-term IT strategy. Evaluating new technologies and maintaining an up to date knowledge on IT developments and trends.

- Supporting the COO with Academy business continuity planning and disaster recovery plans.

- Supporting the COO with general procurement of Academy IT equipment, consumables licenses & subscriptions.

General

- Develop excellent working relationships with colleagues internally, centrally and externally. Communicate with staff and stakeholders as part of ICT technical support to solve issues and provide ICT related information and assistance.

- Be an effective and flexible member of the IT team.

- Work alongside the COO to develop & maintain IT policies and procedures at all times.

- Ensure any documentation produced is to a high standard and is in line with the in-house style.

- Be aware of and comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person.

- Participate in training and other learning activities as required keeping abreast of developments with technology and communication solutions to keep the school running efficiently.

- Provide appropriate guidance, supervision and assist in the training and development of staff as appropriate.

- Provide mentoring and support to Junior IT Technicians/trainees on apprenticeship schemes to build an in-house IT Team.
- To support and promote Astrum MAT ethos and values.
- Support the delivery of INSET Day programme for staff and assemblies as required.
- Stay up to date with relevant DFE guidance to support the role of IT technician.
- Within own area of responsibility work in accordance with the aims of the Equality policy, treating people with respect for their diversity, culture and values.
- Any other reasonable duties as directed by the Chief Operating Officer.
- These responsibilities may be varied from time to time to meet the changing needs of the Trust, but any changes will not alter the general character of the post nor the level of responsibility.

SAFEGUARDING
The Trust is committed to the safeguarding and wellbeing of students and expects all staff to share in this responsibility. You will be required to work under child protection screening, including enhanced DBS clearance and full reference checks from previous employers.

HEALTH AND SAFETY
The post holder is required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law following recognised codes of practice. The post holder is also required to be aware of and comply with the Trust policies on health and safety.

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document   such as this does not permit every item to be specified in detail. Broad headings have therefore been used, in which case all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the post holder.

Elements of this job description and changes to it may be negotiated at the request of either the line manager or the incumbent of the post.

Person Specification for Lead ICT Technician

Job Title: ICT Technician

Reporting to: Chief Operating Officer (COO)

Astrum Multi-Academy Trust Central Team

Specification	Essential	Desirable
Qualifications/Other	• Relevant technical qualifications around Windows Server and Windows Desktop environments	• Evidence of further professional development and training • MCSE or equivalent technical qualifications • CCNA or relevant networking qualifications • Driving license and own transport is preferred for local travel (Work related mileage reimbursed)

Skills, Knowledge and Experience	• Highly developed diagnostic and technical troubleshooting skills
	
	• Ability to communicate effectively with both technical and non-technical staff
	
	• Experience in developing infrastructure needs in a similar working environment
	
	Experience in:
	
	    o Windows Server environments including hypervisor deployments in both Hyper-V and VMWare
	    o Active Directory
	    o Windows Desktop deployments
	
	• Excellent interpersonal skills and able to work closely and establish positive working relationships throughout the schools and with other key stakeholders
	
	• Attention to detail
	
	• Excellent organisational skills
	
	• Ability to both work using own initiative and work effectively as part of a team
	
	• Strong knowledge and experience supporting of IT packages and OS: Office, Outlook, Windows
	
	• Knowledge of display equipment including visual/AV equipment, projectors and interactive screens
		• Experience of working within education/school environment
		
		• Knowledge and experience of leading FITS or ITIL service desk operations
		
		• Experience in documenting systems and operations in school environments
		
		• Technical experience of Microsoft cloud technologies including Office 365
		
		• Experience in supporting annual budget discussions

	• Strong knowledge of basic IT packages: Office, Outlook, Windows. • A commitment to continuous improvement • A clear understanding of how IT is effectively used in teaching and learning • A genuine interest in technology and a clear strategy for keeping up to date with developments	
Personal Qualities	• A commitment to safeguarding and promoting the welfare of children and young people • High levels of personal and professional integrity • High levels of discretion, confidentiality and awareness of data protection • A proactive, flexible and versatile approach • Ability to work effectively and calmly under pressure and manage multiple priorities. Working independently. • A facilitative approach to problem-solving and a "can do" mind set	