Post:	**ICT Network Technician (Level 2)**
Location:	**Academy based**
Salary:	OAT Grade 4 (£25,979 - £27,334 per annum)
Contract:	Academy
Status:	Full Time permanent
Hours:	37 hours a week, flexible to meet the needs of the business. Working out of academy hours may be required. All year round.
Reports to:	ICT Group Manager or Lead ICT Technician

Job Description and Responsibilities

This post holder will be proficient in proving an efficient and effective first line ICT Technical Support service to pupils, staff and guests of the academy.

The post holder will work as part of a team with either a nominated senior member of academy staff or an ICT Group Manager to ensure safe operation and maintenance of ICT technologies within the academy.

The Technician will support in the monitoring and maintenance of the computer systems and networks of the Academy. This will include responsibility for providing first line technical support, the installation and configuration of computer systems, as well as diagnosing hardware and software faults and solving technical and applications issues, either in person, remotely or over the phone.

Main duties and responsibilities

- To provide dedicated first line support to all users of computing facilities across the Academy this is likely to include Google Andriod/Apple/Mac, PC operating systems, printers, laptops, tablets and other equipment or services connected to the computer network.
- To provide hardware and software classroom support for teachers using the computer facilities. This may involve helping a teacher in a classroom setup a specific ICT related activity.
- To log and update all IT related incidents/requests.
- To investigate, diagnose and solve support issues.
- Support in ensuring the smooth running of IT systems throughout the academy.
- Undertake general IT hardware/software fixes, such as troubleshooting, network and software faults.
- Install, move, configure, deployment and set up of users' hardware, i.e. laptops, printers, and mobile devices.
- Carry out periodic health checks and audits of IT equipment, recording maintenance issues as required.
- Ensure the correct disposal of damaged and un-repairable equipment as directed by senior staff.
- To advise on the best practice in the use of computer equipment and software.
- Work on specific IT projects as and when directed.
- To provide support to the ICT Group Manager or Lead ICT Technician, including providing information to be included in report drafted by senior staff

- To maintain good working relationship with staff, students and other professionals
- To support testing and evaluating of new technologies.
- To support the maintenance and upkeep of the ICT asset register of Hardware, software and licenses.
- To support the maintenance of data backups and restores, including regular testing and logging of information.
- Liaise with 3rd party support contacts when dealing with hardware and software issues
- To provide additional support for activities as directed by the line manager.
- Responsible for maintaining knowledge of the Academy's Information Management System.
- Support the timely maintenance of user accounts across all systems – ensuring prompt amendment when notified.
- Undertake personal professional development and respond to the changing needs of the role.
- Use the OAT central help desk system to record and track resolution of support requests from academy staff and pupils.
- Carry out actions as directed to senior academy staff to monitor computer devices.
- Support staff inductions for ICT equipment

Person Specification

Skills and qualification	Essential -E / Desirable - D	Assessed at Application (A) / Interview (I)
Good general level of education. A-levels or equivalent, with GCSE grades A-C or equivalent in English Language and Mathematics	D	A
Hold a recognised computer or network qualification at NVQ level 3 or equivalent experience.	E	A
Experience of working in an education environment.	D	A
Microsoft Certified Professional or equivalent	D	A
Knowledge and experience		
Knowledge and experience of server / desktop virtualisation.	D	A / I
Ability and willingness to undertake necessary general repairs and maintenance	E	I
Knowledge and experience of Apple OS or Google Andriod or Windows	D	A
Experience in use of school MIS.	D	A
Ability to understand, analyse, and explain ICT to colleagues in an effective non-technical way	E	I
Ability to troubleshoot and problem solve technical issues quickly and efficiently for colleagues	E	I
Be confident in dealing with stakeholders at all levels	E	I
Good interpersonal and communication skills, both written and verbal	E	I
Ability to manage priorities in a pressurised environment whilst meeting agreed deadlines/timescales	E	I
Be able to respond quickly and flexibly to changing deadlines and targets	E	I
Experience of working in an education environment	D	A
Understanding of client/server architecture and more recent cloud services	D	A
Willingness to work flexibly when required	E	I
Understanding of GDPR requirements	E	A / I

Skills and qualification	Essential -E / Desirable - D	Assessed at Application (A) / Interview (I)
▪ Technical knowledge of Microsoft operating systems in particular for managing and configuring school systems	D	A / I
▪ Hands-on experience troubleshooting hardware such as servers, routers, bridges, switches, hubs, modems, network interface cards	D	A
▪ Knowledge and understanding of internet protocols and standards	E	A / I
▪ Knowledge and understanding of IP telecommunications principles	D	A / I
Personal qualities and attributes		
▪ Analytical and problem-solving skills	E	A / I
▪ Ability to perform the physical tasks required by the post	E	A / I
▪ Be committed to continuous personal and professional development to maintain and extend skills and knowledge	E	A / I
▪ Good interpersonal skills with all members of the school community and 3rd party support providers	E	A / I
▪ Reliable, honest and trustworthy	E	A / I
▪ Able to work on own initiative, self-motivated and flexible	E	A / I
▪ Willingness to be trained and keep up to date with changes in all relevant legislation	E	A / I
▪ Able to tackle difficult situations / individuals and resolve issues	E	A / I
▪ A willingness to embrace and celebrate the ethos and values of OAT as an organisation	E	A / I