Cumbria Education Trust
BE THE BEST YOU CAN BE

Post Title	**Network Technician**
Post Ref No.	
Responsible To	**Senior Network Technician**
Grade	**Grade 5**
Contracted Hrs.	**37 Hours per week** | ***Term Time/Full Year** | **Full Year**
Place of Work	

Purpose	Under the direction of the Senior Network Technician and Trust IT Services Manager, the successful applicant will provide a solution focussed and proactive ICT support service for the Cumbria Education Trust network, including the maintenance of hardware and support to staff and students. The role will include supporting all the schools in the Multi Academy Trust. You will be part of a dynamic team where you will be working together to further develop and promote the use of the latest technologies and software to facilitate an enhanced teaching and learning experience alongside administrative efficiency. The role will include providing first line hardware and software support, second line support to investigate and resolve issues, supporting ticket logging, asset management, general IT administrative and other IT facility services as a member of a team.
Desk Top & Application Support	• Responding to requests submitted via the online helpdesk, including prioritisation and escalation if needed. • Local and remote installation of software applications and maintenance. • Diagnose and resolve issues with PCs, portable devices, printers, peripherals and specialist ICT hardware. • Diagnose and resolve networking, service, security and server related issues with the support of the Senior Network Technician. • Maintenance of server based applications and management information systems. • Provide classroom support for pupils and staff for the operation of ICT equipment. • To assist the Senior Network Technician and IT Services Manager by carrying out reasonable requests for additional duties as and when required.
Server & Network	• Installation of networking cabling. • Performing basic switch and routing diagnosis. • Administrating user accounts within Active Directory, Office 365, and local services. • Assisting with the installation and maintenance of active networking components. • Assist in the maintenance of the school/trust telephone system.

Technical ICT Support	• To attend CET sites as required as per the team rota to provide onsite support. • Support in lessons for staff and students. • Installation of new hardware and software. • Setup equipment such as laptops, projectors, interactive whiteboards, PA systems and other specialist ICT equipment. • Support new and emerging mobile devices on the network. • Produce user friendly technical documentation. • Provide ad-hoc solutions for short term problems. • Being able to work under own initiative to identify and resolve problems. • To ensure that all reported technical issues are dealt with professionally and competently.
Work & Material Preparation	• Assist with creating a planned and structured approach with regards to the upgrading of hardware or software and testing before use. • Assist with online examinations and surveys. • Maintain records regarding software licensing information. • Ensure new and existing stock is security marked where appropriate and audit records are updated. • Assist with the on-going and specific ICT training of staff and attending Inset courses as required and being part of the continued professional development process. • Maintain accurate reports and updating information records as necessary. • To be familiar with the Trust backup, disaster recovery and contingency plans and to support these policies.
General	• Support school events taking place after school hours. • To attend meetings as and when required. • And such duties as are within the scope and the spirit of the job purpose, the title of the post, and its grading.
Health & Safety	• Aware of issues and regulations relating to the disposal of IT equipment. • Ensure compliance with all relevant health and safety standards in the working areas and ensure that all equipment/materials are safe before issued to staff and pupils or used by staff and pupils.
Other Duties	• To undertake such other duties, training and/or hours of work as may well be reasonably required and which are consistent with the role. • To participate in performance management arrangements. • To adhere to published school policies and procedures. • To attend regular meetings with line manager. • Contribute to the overall ethos/work/aims of the Cumbria Education Trust. • Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection/GDPR, reporting all concerns to an appropriate person • Act in manner which displays the utmost confidentiality and respect of pupil and staff records at all times.

Line Management	• To assist in the training and mentoring of ICT apprentices.
Data Protection & GDPR	• To ensure that CET Data Protection / GDPR policies are adhered to • To minimise the risk of a data breach occurring • To highlight any potential risks to line management / DPO

	Essential	Desirable
Qualifications/Training (Competencies)	• NVQ 2 or equivalent in relevant discipline, or equivalent demonstrable experience. • Good numeracy and literacy skills.	• Participation in development and training opportunities.
Knowledge	• Demonstrable experience of a range of office packages • Use of relevant equipment/ resources. • Knowledge of particular subject/technical area • Knowledge of relevant polices/codes of practice and awareness of relevant legislation. • Awareness of common computer viruses and other cyber security risks • Awareness of potential and actual uses of ICT in schools.	• Ability to use a rrange of operating systems. • Knowledge Office 365, Azure AD, Wordpress • Experience of single image manipulation • An understanding of the use, functionality and limitations of different platforms including desktop and mobile devices.
Skills	• Ability to undertake basic software / application installation. • Ability to relate well to children and adults. • Ability to work independently and manage workload priorities • identify own training and development needs and co-operate with means to address these.	

ADDITIONAL INFORMATION	• Occasional attendance at meetings outside normal hours. • Occasional essential technical tasks outside normal hours. • Full Driving License/access to a vehicle and/or the ability to travel independently to schools within the Trust. • It is the practice of this school periodically to examine employees' job descriptions and to update them to ensure that they relate to jobs as they are being performed, or to incorporate whatever changes are being proposed. It is the school's aim to reach agreement on any alterations. If this is not possible the Headteacher reserves the right to insist on changes to job descriptions after consultation. • All external appointment are subject to Cumbria Education Trust's standard probation periods and assessment
SAFEGUARDING	Applicants for all posts must be willing to undergo safeguarding screening appropriate to the post. Cumbria Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All staff members are required to complete an enhanced DBS disclosure.

https://www.cumbriaeducationtrust.org/