

IT Technician

Job purpose including main duties and responsibilities

Main objectives of the post

- To assist with the academy's helpdesk provision, ensuring timely resolution to requests and problems and provide regular status updates.
- To undertake maintenance of all IT hardware, software and the school's network.
- To repair and maintain IT equipment to maximise efficiency.
- To set up IT equipment to support the delivery of the curriculum.

Main duties and responsibilities

- Manage and deliver The Pioneer Academy's IT services and contribute to the development of TPA IT strategy, in collaboration with the Head of IT / Operations Manager
- Support and implement IT-related projects that help to modernise IT in line with current developments in technology and instruction from the Senior IT Technician
- Be aware of relevant government and school policies, and the school's responsibilities under these, when delivering IT services, including those on safeguarding, health and safety and data protection.
- Assist with the school's helpdesk provision, ensuring timely resolution to requests and problems and provide regular status updates.
- Troubleshoot issues on staff and pupil computers, such as software, hardware, configuration and user errors, and ensure these are dealt with in a timely manner.
- Undertake maintenance of all IT hardware, software and the school's network.
- Carry out regular testing on all IT facilities and software under the instruction of the senior staff
- Carry out the installation of hardware, software and any other IT equipment, ensuring they are safe before use.
- Repair and maintain IT equipment to maximise efficiency.
- Install updates on school software and hardware as soon as they are available.
- Keep up-to-date with, and provide support on, the main software packages used within the school.
- Set up equipment to support the delivery of the curriculum.
- Provide advice to staff on IT software where required.
- Promote safeguarding and the welfare of all pupils within the school.
- Participate in training and professional development opportunities as required.
- Undertake additional IT responsibilities and support in any other duties as required.

Personal Specification

Qualifications and training	Criteria
Good standard of education, preferably to GCSE level together with good numeracy and literacy skills.	E

Experience	
Have experience of installing and configuring computer hardware and software	E
Experience of managing projects	D
Excellent ICT skills including using Google Workspace, Microsoft OS / server and applications, AD, Group Policy, Admin Portals,	D
In-depth knowledge of network infrastructure, hardware, and security	D
Ability to work as part of a team	E

Skills and Knowledge	
Working knowledge of computer systems, networks and a range of software.	E
The ability to solve problems and design solutions, demonstrating ICT support skills.	E
Knowledge of troubleshooting hardware such as servers, routers and hubs.	E
Awareness of data protection requirements.	D
The ability to work with initiative and to tight deadlines	E
Show resilience under pressure	E
Have good organisational skills	E

Personal Attributes	
Reliable and have good attendance	E
Proactive in the working environment.	E
Willing to work flexibly when required.	E
Committed to safeguarding and promoting the welfare of children and young people	E
A commitment to working as part of the whole academy team and supporting the vision and aims of the academy.	E