

Job Title	IT Technician
Location	Hybrid – including remote working, central office in Ely and travel to academies within allocated hub each week
Responsible To	Network Manager

Key Purpose:

- To support approximately 12 schools across two geographical hubs
- Troubleshooting hardware and software issues (within Google Workspace and Windows environment)
- Provision of technical advice, training and support to staff, providing face to face and remote user support access across our schools.
- Installing and configuring IT systems
- Providing technical support to staff
- Managing network infrastructure
- Contributing to IT projects

The postholder will:

Work as a team of IT Technicians to provide technical support for users of all IT hardware, software and systems.

Be proactive in putting forward and implementing ideas to continually improve the organisation and performance of the IT function.

Work to ensure that best practice IT becomes embedded across the Trust.

Foster excellent working relationships and provide sound advice and guidance to our stakeholders.

This role offers a diverse range of responsibilities, including:

Responsibilities

Technical Support

- On-Site and Remote: Provide timely and effective support to staff and students across various schools and for the Trust's central team based in Ely.
- Hardware and Software Troubleshooting: Diagnose and resolve various hardware and software issues across a range of devices, including Chromebooks, Windows devices, interactive whiteboards, projectors, printers, and other smart technologies.
- New Equipment: To install and configure new ICT equipment as directed, dispose of obsolete ICT equipment in accordance with school ICT policy.
- New Software: Install / deploy new software and maintain records of installations, upgrades and licences.
- User Account Management: Assist with user login and password issues and access permissions, in accordance with ICT policy.

Love
Community
Respect
Trust
Ambition

01353 656760

www.demat.org.uk

DEMAT Office Address:

Grace Building, 8 High Street, Ely, Cambridgeshire, CB7 4JU

The Diocese of Ely Multi-Academy Trust (DEMAT)

Company limited by guarantee Number 08464996. Registered in England & Wales.

Registered Office: Diocesan Office, Bishop Woodford House, Barton Road, Ely CB7 4DX

- Network Connectivity: Troubleshoot network connectivity issues, ensuring staff and students have reliable access to the school networks, internet services, online resources and Google Workspace environment.
- Cyber and data Security: To ensure the Trust's standards and policies are adhered to at all times. Identify any IT security vulnerabilities and respond immediately.
- Printing: Maintain, support and troubleshoot PaperCut, PaperCut Hive and physical devices, onsite and remotely in schools and central office. Liaising with MFD vendor as required.
- Audio-Visual Support: Set up, maintain, and troubleshoot audio-visual equipment in large entertainment spaces such as halls, canteens, classrooms, meeting rooms, and corporate venues.

Partnership and Teamwork

- Work closely with Trust IT Team to support daily operation of all IT services, ensuring consistency of quality, availability, compliance, and performance within the Trust.
- Support the migration of schools into a single Google Education Workspace.
- Asset Management: Maintain accurate records of IT assets, including hardware and software licenses in line with Trust procedures and using Smart Log.
- Work effectively with the Data Manager and Head of Governance to support their roles.
- Effectively using the Smart Log Help Desk system, to manage IT support tickets and calls and escalate IT issues as required.
- Documentation: Update IT documentation and databases and record any changes to school software and infrastructure, including network diagrams and other reporting tools, for shared IT team use.
- Projects: Work with Trust IT team and vendors on IT projects and large jobs to ensure they are completed on time and to a high standard.
- Work closely with existing MSPs, and maintain a professional relationship as the Trust establishes an in-house IT Department.

Training

- Provide end-user advice and best practices to staff and students, promoting effective use of technology and resources across the Trust.
- Deliver training to staff at central office and in schools.
- Attend training for professional development as required.

Travel across the region will be required as well as providing cover to other regions from time to time.

The main duties and responsibilities are not intended to be exhaustive. As a term of your employment, you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.

Love
Community
Respect
Trust
Ambition

01353 656760

www.demat.org.uk

DEMAT Office Address:

Grace Building, 8 High Street, Ely, Cambridgeshire, CB7 4JU

The Diocese of Ely Multi-Academy Trust (DEMAT)

Company limited by guarantee Number 08464996. Registered in England & Wales.

Registered Office: Diocesan Office, Bishop Woodford House, Barton Road, Ely CB7 4DX

Person Specification

Attributes	Essential (E) or Desirable (D)
Qualifications and Experience	
A minimum qualification of GCSE Maths and English (or equivalent) grade C or above	E
Relevant IT qualification or have significant recent relevant IT experience	E
Good knowledge of Microsoft or Google environments	E
Evidence of continued professional and personal development	D
A valid Full UK driver's license and access to a vehicle for travel between Schools	E
Network switching and wireless networks	E
Print Management Systems	D
Troubleshooting IP Phone Systems	D
Web filtering systems	E
Microsoft 365, Intune and AutoPilot	D
Microsoft Windows server and client operating systems	D
Microsoft HyperV	D
Google Workspace for Education and ChromeBooks	D
Apple hardware and software	D
Supporting users	E
IWB and AV equipment	D
Common user applications, i.e. MS Office, Google Apps	E
MDM systems	D
MIS i.e. Bromcom, SIMs	D
Cyber-Security, EndPoint and AV security systems	E
Knowledge, Skills and Abilities	
Provide excellent customer service	E
Work using own initiative and show attention to detail	E
Work accurately to deadlines and under pressure	E
Provide remote support using a variety of technologies	E
Desire for continual improvement	E
Use and support of a variety of video conferencing software, i.e. Teams, Meets and Zoom	D
Excellent written and verbal communication skills specifically relating to technological and non-technological matters	E
Strong organisational, personal time management and planning skills	E
Manage working day and travel between school sites	E

Love
Community
Respect
Trust
Ambition

01353 656760

www.demat.org.uk

DEMAT Office Address:

Grace Building, 8 High Street, Ely, Cambridgeshire, CB7 4JU

The Diocese of Ely Multi-Academy Trust (DEMAT)

Company limited by guarantee Number 08464996. Registered in England & Wales.

Registered Office: Diocesan Office, Bishop Woodford House, Barton Road, Ely CB7 4DX

Setting up AV and IT hardware for conferences in a variety of locations	D multi-academy trust
Accurate record keeping	E
Personal Attributes	
Commitment to safeguarding and promoting the welfare of children and young people	E
High level of collaboration, cooperation and team working capabilities	E
High levels of adaptability and flexibility	E
Resilience	E
Ability to build effective relationships with colleagues and key stakeholders	E

Love
Community
Respect
Trust
Ambition

01353 656760

www.demat.org.uk

DEMAT Office Address:

Grace Building, 8 High Street, Ely, Cambridgeshire, CB7 4JU

The Diocese of Ely Multi-Academy Trust (DEMAT)

Company limited by guarantee Number 08464996. Registered in England & Wales.
 Registered Office: Diocesan Office, Bishop Woodford House, Barton Road, Ely CB7 4DX