



JOB DESCRIPTION

Role Title	Department
IT Technician	IT Department

PURPOSE

As part of the Trust IT team of support technicians, provide first-line and second-line technical support and assistance to staff and students in all aspects of the school's predominantly Windows-based ICT system. The role will be responsible for the monitoring and maintenance of the school's IT systems and infrastructure. Support will extend to other technologies in the school, including iPads, interactive whiteboards, and the telephone and access control systems. The following job description outlines the main responsibilities of the job and is not an exhaustive list of all relevant duties. The Trust reserves the right to alter this job description at any time.

DIMENSIONS

Direct Reports	Budget Responsibility
None	None

PRINCIPAL ACCOUNTABILITIES

- Provide customer focused help and advice to staff on ICT issues (hardware and software) and escalate for additional/specialist support where required.
- Responsible for making sure all School IT systems and devices are up and running on a daily basis.
- BAU management and support of LAN, switching, firewalls, and cabling.
- User account maintenance and access permissions, including on Prem AD and Azure AD.
- BAU management of the M365 environment admin centres, including Security, Endpoint Manager, Exchange, SharePoint, Teams.
- Monitoring and managing security alerts.
- Maintain backups of systems and applications
- Ensure clear change management records are kept up to date of any changes being made.
- Fault-finding and trouble shooting in connection with interactive whiteboards.
- Working with the IT technician on the set up and repair of end user devices.
- Assist the IT technician and Communications & Marketing Co-ordinator with updates to the school's website.
- Support the School and Trust with adherence to ICT policy, Health & Safety, security and safeguarding requirements.
- Assist with the roll out of new systems, technologies and hardware.
- Create / Maintain user guides and documentation for key systems.
- Managing IT Contractors when working on site systems

- As a member of the wider Trust IT team, contribute to the ongoing development and resilience of the IT network across the Trust.
- Demonstrate knowledge, understanding and positively promote equality of opportunity.
- Support a positive culture throughout the organisation and adopt behaviours that exemplify the Trust's culture.
- Encourage the development of productive and collaborative working relationships across the Trust.
- The post holder will be required to undertake other duties and any reasonable instructions given by the line manager, SLT or the Trust.

PERSON SPECIFICATION (SKILLS, QUALIFICATIONS, COMPETENCE LEVEL ETC)

E – Essential / D - Desirable

Qualifications/Education	<ul style="list-style-type: none"> • Educated to at least GCSE level with a minimum grade 'C' in English and Maths (E) • Evidence of ICT training and qualifications (E)
Knowledge/Experience	<ul style="list-style-type: none"> • Proven experience of working in an IT Support Team (E) • Experience with Windows Server networks and associated technologies (E) • Experience with the M365 User and security environment and other Admin Centres (D) • Experience in working with M365 applications and Ms Teams (D) • Experience with network switching and firewall management (D) • Experience with backup and DR technologies (D) • Knowledge of and a willingness to keep up to date with new developments in ICT (E)
Technical/Business Skills/Ability/Training	<ul style="list-style-type: none"> • An analytical approach to fault finding and troubleshooting (E) • Providing cost and strategic appropriate solutions to problems(E) • Able to prioritise and meet deadlines (E) • Strong documentation skills (E) • Working with Trust strategic aims in mind (E) • A good understanding of business processes and budgets (D) • Project management skills (D)
Particular aptitude/Personal skills required	<ul style="list-style-type: none"> • A good communicator (E) • Work effectively under pressure (E) • Ability to adapt and be flexible to the needs of the school (E) • Able to act on own initiative (E) • Dedication and a desire to see tasks through to a satisfactory resolution (E) • Committed to personal development and training (E) • Understanding of the basic principles of customer care (E) • Willing to 'go the extra mile' (E)

Associate Staff Standards

We as Trust colleagues, make upholding the reputation and standards of the Trust and the School our first concern, and are accountable for achieving the highest possible standards in our work and conduct. Our Job Descriptions define the behaviour and attitudes required. We act with honesty and integrity; have strong subject knowledge, keep our knowledge and skills up to date and are self-critical; forge positive professional relationships and work with parents/carers, visitors and outside agencies in the best interests of students.

Personal and Professional Conduct

A colleague is expected to demonstrate consistently high standards of personal and professional conduct. The following statements define the behaviour and attitudes which set the required standard for conduct for all Trust employees;

We uphold public trust and maintain high standards of ethics and behaviour, within and outside School, by:

- Treating students, colleagues, visitors and parents/carers with dignity, building relationships rooted in mutual respect and at all times observing proper boundaries appropriate to our position;
- Having regard for the need to safeguard students' well-being, in accordance with statutory provisions;
- Showing tolerance of and respect for the rights of others;
- Not undermining fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs;
- Ensuring that personal beliefs are not expressed in ways which exploit students' vulnerability or might lead them to break the law;
- Maintaining high standards of confidentiality and acting with integrity at all times.

I hereby confirm that I have received a copy of the above job description

PRINT: SIGNED: