# Westcountry Schools Trust

## JOB DESCRIPTION

**Job Title:**          **ICT Support Technician**

**Hours:**              Monday – Friday 08.00 – 16.00
                        (37 Hours per week, 52 weeks per annum term time)

**Grading:**            **NJC Grade    D**

**Responsible to:**     **Trust ICT Operations Manager**

The following is only an outline of the duties and responsibilities of the post, which may change from time to time. This job description may be altered from time to time following consultation with the post holder in line with the Trust's changing needs. In all its activities, the Trust follows a policy of continuous improvement.

The main duties of the post are as follows: In all activities, the post holder will not attempt to carry out tasks beyond their competence and/or training.

The post holder will:

### General

1. Supply 1st and 2nd line support to all trust end users.
- Carry out any daily checks required.
- Assist in the management of all ICT resources, equipment and software to meet the curriculum and administration needs of all the schools end users.
2. Maintain and provide support for all aspects of ICT equipment and software.
3. Log, process and escalate all ICT Support Helpdesk requests via the ticketing system.
- Inform the Network Manager of any server or infrastructure issues.
- Support other trust schools when required.

### Customer Service

1. Maintain a high standard of ICT Support to all Trust end users.
2. Ensure tasks are completed within SLAs and processes are detailed in the support knowledgebase.
3. Facilitate clear and professional communication with all end users.

### Software

1. Install and test new software and undertake problem-solving to ensure efficient working.
2. Make software available to appropriate users.

3.  Keep all electronic devices patched and OS installs up to date.
4.  Install and maintain apps on tablet devices.
5.  Maintain secure storage and recording of media, licences, manuals and installation information.
6.  Setup servers under the guidance of senior ICT Support staff
7.  Set up workstations and laptops.

## Hardware

1.  Check new ICT equipment on arrival, security mark, and record details as required.
- Maintain computer peripheral equipment such as printers/MFP, whiteboards, and projectors as directed.
2.  Carry out repairs of network and AV sockets.
3.  Maintain data cabinets and network infrastructure
- Assist with the periodic audit of ICT equipment.

## Network Management

1.  Set up, maintain and remove network user accounts and groups where appropriate.
2.  Set up and maintain e-mail accounts.
3.  Carry out routine network maintenance tasks as appropriate.
4.  Ensure the anti-virus software is installed, kept up to date and working properly
5.  Assist with the configuration of images or standard installation of workstations/laptops/servers.
6.  Evaluate and test new hardware, software and server equipment.
- Liaise with Network Managers on Network upgrades/changes.

## Health & Safety

1.  Carry out basic safety checks to make sure ICT resources are safe for use.
2.  Follow relevant H&S procedures and raise awareness among staff, pupils and other users.

## General for all posts:

1.  To act in accordance with, and actively promote, all Trust policies, including Safeguarding, Health and Safety and Equality & Diversity.
2.  To participate in Continuing Professional Development (CPD relevant to the role and to engage in Performance Development Reviews (PDRs).
3.  Preparing and contributing to Trust wide development by sharing best practice and delivering/receiving professional feedback.
4.  To retain confidentiality and maintain data and/or files in accordance with Trust policies for data governance, as appropriate for the role.

Undertake tasks of a similar nature within the capacity of the post-holder, as requested after discussion.

**17th April 2024**
**Mark Orzel**
**Trust ICT Operations Manager**

**PERSON SPECIFICATION**

E = Essential, D = Desirable

| Method of Assessment<br>The table indicates the possible method/s by which the skills/knowledge/level of competence in each area will be assessed. | Essential or Desirable | Application Form | Interview (or other selection activity) |
|---|---|---|---|
| **QUALIFICATIONS:** | | | |
| A minimum Grade C/5 in GCSE English and Maths or equivalent qualification. | E | | |
| Evidence of further professional development in the ICT industry | D | | |
| CompTIA A+, Network+ and/or Security+ | D | | |
| **EXPERIENCE:** | | | |
| Experience working in technical support. | D | | |
| Knowledge of work-place procedures such as GDPR, health & safety, etc. | D | | |
| An understanding of cloud, hybrid and local infrastructure services. | D | | |
| Experience with IT service management processes. | D | | |
| Previous experience in an education setting. | D | | |
| **KNOWLEDGE, SKILLS AND ABILITIES:** | | | |
| Excellent interpersonal skills and ability to communicate in technical and non-technical manners in both written and verbal formats. | E | | |
| Ability to understand a range of organisational and technical procedures. | E | | |
| Good analytical and problem-solving skills. | E | | |

| | | | |
|---|---|---|---|
| Good organisational skills and ability to work using your own initiative, prioritising workload, and as part of a team | E | | |
| Methodical approach with high attention to detail and ability to work under pressure. | E | | |
| Good with Microsoft Office Products. | E | | |
| Good with Windows 10/11 client operating systems. | E | | |
| Good with Windows Server platforms and associated technologies e.g. Active Directory, DHCP, DNS etc. | D | | |
| Experience with switches and wireless access points. | D | | |
| High level of personal and professional integrity. | E | | |
| Self-motivated and energetic approach to work. | E | | |
| A proactive team player, willing to listen and share experience. | E | | |
| **VALUES-BASED BEHAVIOURS:** | | | |
| **Compassion:** | | | |
| Recognising need in others and acting with positive intention to promote well-being and improve outcomes | X | | X |
| **Aspiration:** | | | |
| Works to high expectations, modelling the delivery of high-quality outcomes | X | | X |
| Showing passion, persistence and resilience in seeking creative solutions to strive for continuous improvement and excellence | X | | X |
| **Integrity:** | | | |
| Acting always in the interests of children and young people, | X | | X |
| Acting with a consistent and uncompromising adherence to strong moral and ethical principles | X | | X |
| Communicating with transparency and respect, creating a working environment based on trust and honesty | X | | X |
| **Collaboration:** | | | |
| Creating a shared vision and working effectively across boundaries in an equitable and inclusive way to skilfully influence and engage others | X | | X |