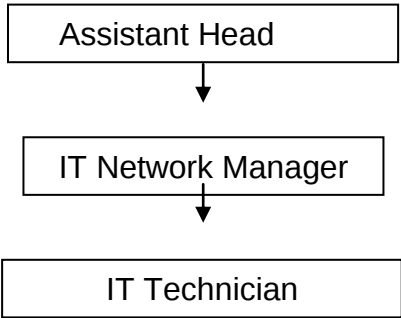


THE FOREST ACADEMY JOB DESCRIPTION

Job Title:	IT Support Technician	Job Ref:
School:	Forest Academy Trust	Salary: £17,714 - £19,742
Reports To:	IT Network manager	
Grade:	4	
Employment Status: Permanent – subject to completion of successful probationary period		
Hours of Work: Full Time – 37 hours per week 08:30 – 16:30		
Job Purpose To assist in the maintenance of the school's IT network and IT facilities under the direction of the line manager.		
Departmental/Team Purpose: The purpose of the school is to meet the educational needs of children and young people within the local community.		
Organisation Chart:  <pre> graph TD A[Assistant Head] --> B[IT Network Manager] B --> C[IT Technician] </pre>		

Scope**Financial Accountabilities**

NONE

Budgets directly controlled (please state if this has been delegated to the post-holder)

Budgets monitored on day-to-day basis:

Staff Responsibilities

NONE

Number of employees managed/supervised:

Number of FTE (Full Time Equivalents) employees managed/supervised:

Management of Physical Assets

NONE

Nature of physical assets directly controlled, (e.g. children's home):

Details of service contracts managed:

Summary of main contacts.

- Teachers
- Pupils
- External agencies
- Suppliers
- Other school staff
- Other professionals
- LA

Main Tasks/Accountabilities

1. Responsible for upkeep and maintenance of all IT hardware

2. Install new desktop/server software and hardware where necessary

3. Student and staff account management. Including Active Directory, files and profiles

4. Making sure hardware inventory is kept up to data

5. Report faults to maintenance suppliers
6. Assist in looking after audio visual and multimedia equipment e.g. Projectors and Interactive whiteboards, include main Hall sound
8. Ordering and replacing printer toners
9. Troubleshooting and fixing problems as and when they arise
10. Any other duties that reasonably fall within the purview of the post which may be allocated after consultation with the post holder

PERSON SPECIFICATION

Please ensure that you read the person specification carefully as this will be used to assess candidates as part of the shortlist and interview process.

Knowledge/Qualifications:

- IT, English and maths Level 2 (eg GCSE)
- Knowledge of health and safety
- Microsoft Office, Windows
- Basic networking

Skills/Abilities:

- Ability to work within a team working environment
- Ability to prioritise tasks
- Ability to want to learn
- Confidentiality at all times
- Good written and verbal communication
- IT Technical skills

Experience: type, level and length.

- Previous knowledge of maintaining computer equipment, and especially in a school environment, is highly desirable.

Personal Qualities: or character relevant to the job such as ability to work as part of a team, a caring attitude, a good listener, a sense of responsibility, a positive attitude etc.

- A pro-active and flexible approach to work
- A sense of responsibility
- Take pride in their work

Special Factors:

- Occasionally work out of hours