



Inspire Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff, other workers and volunteers to share this commitment

Job Description and Person Specification

Post Title:	IT Technician
Responsible to:	IT Deputy Service Manager
Responsible for:	Delivery of IT services
Grade and Hours:	Salary: £16,781 to 17,772 37 hours per week, all year. The post holder will generally work Monday to Friday between the core hours of 8 am to 4 pm but is required to vary working patterns to meet the needs of the Trust and Trust Academies, this may include evening and weekend work.

Main Purpose

To provide first line technical support to staff and pupils across the Trust (all academies with in the Trust). Working to resolve helpdesk requests, providing guidance to staff and pupils at varying levels of IT competence. Troubleshooting hardware, software and appropriate system issues; escalating calls where necessary.

Attending to support requests in a demanding and fast paced environment, while maintaining a professional standard of communication and support. Working as part of the IT support team to ensure a high quality provision of IT support that meets Service Level Agreements and Key Performance Indicators for Inspire Trust as required.

These expectations and targets will be reviewed annually and adapted to meet the needs of our key stakeholders.

All postholders at the Trust are required to work at their designated level to support the implementation of all policies and procedures to achieve key targets. Targets are reviewed annual and adapted to meet the needs of our pupils and students.

Duties and Responsibilities

1	Helpdesk
1a	Respond to helpdesk support requests in order of agreed priorities.
1b	Keep users informed of progress / escalation points at all times.
1c	Ensure helpdesk and therefore user is kept updated with the progress of the call.
1d	Providing proactive as well as reactive in person and remote support to users in a sympathetic and logical manner.
1e	Resolve calls in a timely manner which will be reviewed regularly.
1g	Create FAQs and guidance documents as needed.
1g	Only upon confirmation of the user being satisfied the call is completed can the call be closed.
2	Services
2a	Maintain and support the Trust services, including but not limited to MDM, Go4Schools, gSuite, Office 365.
2b	Administrate user accounts, access control and provisioning devices.
2c	Technical support for trust cloud platforms.
2d	Maintain and develop service changes as directed through line management.
3	Hardware & Software
3a	Maintain, install and configure workstations, devices and applications to ensure good standards of provision.
3b	General preventative maintenance and checking of IT equipment including reciprocal cleaning and tidying.
3c	Identify and carry out reactive and preventative support when needed.
3d	Lifting and handling of IT devices and working to safety expectations.
3e	Create, maintain and deploy operating system images to devices when needed.
3f	Ensure all installations are licensed and agreed before proceeding.
3g	Maintain and keep up to date the workstation, software and device inventory.
4	Mobile Devices
4a	Working in collaboration with the IT technician to prepare, issue and support pupil and staff mobile devices.
4b	Ensure that all devices issued out or returned are logged and signed for following the department procedure.
4c	Provide reporting support on the usage of the devices including the identification of inappropriate applications and the escalation of issues to the relevant person.
5	Support and Service Levels
5a	Ensure that all works are completed in compliance with the relevant policies and legislation including but not limited to the GDPR, Data Protection Act, Safeguarding and the Computer Misuse Act.
5b	Carry out processing and presentation of storage, processing and usage data to aid the planning and development of IT services to ensure they meet the Trust needs.
5c	Work effectively as part of a team and adopt flexible working practices.
5d	Develop usage guides, videos and tutorial information for pupils and staff on IT systems.
5e	Demonstrate the use of systems and devices to users.
5f	Provide support to the IT Systems Manager and Deputy in the identification of possible IT requirements and suggest improvements in line with the strategic vision
6	Systems and Data Security
6a	Weekly checks of all Anti Virus, on & off site backups, Windows Updates and Firewall logs to then escalate or troubleshoot as necessary.
6b	Log and escalate potential risks to IT Systems.
6c	Monthly checks of the Inventory to ensure that all changes are recorded and is up to date.

6d	Identify areas of the system storage that are no longer required to be removed following approval; for example data removal for leavers.
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7	General
7a	All employees have a responsibility for implementing all Trust Policies and procedures and working in accordance with the Code of Conduct for Staff.
7b	A break-time, dinner and or school duties (on a rota basis).
7c	Continually develop IT skills and keep up to date with changes in the technology.
7d	Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop.
7e	Appraisal and Continuing Professional Development (including attendance and contributions to Trust and Academy INSET and planning events and other training events). Recognise own strengths and areas of expertise and use these to achieve and support others.
7f	Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person in accordance with policy.
7g	Contribute to the overall ethos / aims of the Trust and Academies
7h	Establish constructive relationships and communicate with others, to support achievement and progress of pupils.
7i	Support for Trust and Academy wide events.
7j	Support the role of other professionals

Person Specification: IT Technician

	Personal Skills Characteristics	Essential	Desirable	Method of Assessment (List Code Below)
1.	Experience			
1.1	Some knowledge/experience of working with young people		✓	AF//R
1.2	Ability to work as part of a team	✓		AF//R
1.3	Having a flexible approach to day-to-day working	✓		AF//R
1.4	Strong communication skills and the ability to follow instructions	✓		AF//R
1.5	ICT skills and or experience which would suggest suitability for the post	✓		AF//R
2	Qualifications and Training			
2.1	Minimum A*-C GCSE in English, Maths (or equivalent).	✓		AF/CQ
2.2	Further education (AS/A Levels) or equivalent standard.		✓	AF/CQ
2.3	ICT qualifications appropriate to the post	✓		AF//CQ
3	Special Skills and Knowledge			
3.1	Ability to risk assess your own and the actions of others to ensure safe working practices.	✓		AF//OT
3.2	An awareness of data protection and safeguarding issues in schools	✓		AF//OT
3.3	Evidence of relevant IT skills and experience appropriate to the post.	✓		AF/CQ/R//OT
3.4	Knowledge of systems or services that Inspire Trust utilise or support.		✓	AF/CQ/R
3.5	Skills and aptitude to analyse technical situations, explore, evaluate and recommend potential solutions and deliver these solutions.	✓		OT//R
3.6	Excellent Organisational, interpersonal and communication skills	✓		OT//R
3.7	Ability to work to demanding deadlines and with own initiative		✓	OT//R
3.8	Commitment to attend appropriate training and development, taking ownership of personal development and being willing to identify and pursue learning opportunities.	✓		I
4	Personal Qualities			
4.1	A genuine enjoyment of working with young people	✓		I

4.2	A personal interest in the developments and technologies in IT.	✓		I/AF
4.3	An ability to stay calm and controlled in stressful situations	✓		I
4.4	An understanding of and commitment to equal opportunities issues both within the workplace and the community in general.	✓		I/R
4.5	Ability to deal with confidential and sensitive information with tact and discretion applying data protection and data sensitivity principles at all times.	✓		I/R
4.6	Ability to develop and maintain good relationships and deal confidently with users at varying levels	✓		I/R
4.7	A commitment to the provision of anti-discriminatory and anti-oppressive practice.	✓		I/R
4.8	Conscientious, honest and reliable.	✓		R
4.9	A pragmatic “can-do” approach to helping people and solving issues.	✓		I
5	Mandatory Requirements			
5.1	A DBS check at an enhanced level (formerly CRB check) must be undertaken by all candidates and be satisfactory as a condition of employment with OLCT.	✓		C
5.2	School posts are exempt from the Rehabilitation of Offenders Act, 1974; all current convictions, cautions and bindovers must be declared on the application form or provided in a sealed envelope addressed to the Headteacher. The 2013 amendments to the Act allow that minor spent convictions, cautions and bindovers do not need to be declared.	✓		AF
5.3	References that confirm suitability to work with children, reference must be provided from current/most recent employer. References will not be accepted from members of candidate’s families or acting purely as a friend.	✓		AF
6	Physical Requirements			
6.1	Health and physical capacity for the role	✓		I, R
6.2	A good attendance record in current employment, (not including absences resulting from disability)	✓		I, R

Key to abbreviations:

AF Application Form, **R** References, **I** Interview, **CQ** Certificate of Qualification, **OT** Occupational Testing (this method of assessment is optional but if used it may be at the shortlisting or interview stage – candidates will be informed), **D DBS** Disclosure and Barring Service

We undertake to make any 'reasonable adjustments' to a job or workplace to counteract any disadvantages a disabled person may have. Disabled applicants who meet the essential shortlisting criteria will be guaranteed an interview.