



JOB DESCRIPTION - IT Support Technician

Job title	IT Support Technician
Grade	Grade 2/3
Responsible to	Service Delivery Manager
Responsible for	To ensure an effective ICT service for all students and staff
Effective from	September 2021

SUMMIT LEARNING TRUST Mission Statement

Strength through diversity
Ambition through challenge
Excellence through curiosity

Role Purpose:

- As part of the Service Delivery team, you will play a vital role in managing and maintaining ICT equipment and applications across all Academies in the Trust as well as resolving support requests logged via the Helpdesk system. This is to ensure that customer satisfaction and continuous service delivery demands are met.
- The role of the IT technician is to provide support and technical advice for ICT curriculum related activities to all staff and students across the Summit Learning Trust.

Main Duties and Responsibilities:

- Assist in creating a structured approach to rolling out new hardware and software.
- Install new software and hardware and ensure latest software upgrades are implemented.
- Setup equipment such as PC, laptops, iPads, mobile devices, data projectors, interactive whiteboards, sound systems and other specialist equipment, ensuring that systems are ready for use and operating safely and correctly.

- Deliver hardware and resources to work areas and classrooms as required.
- Implement specialist safeguarding software across all designated devices.
- Perform basic server diagnostic routines.
- Assist in implementing network policies for staff and students.
- Assist in creating and maintaining user accounts and mailboxes.
- Perform checks to ensure Wi-Fi connectivity is maintained.
- Develop a maintenance schedule for all computer hardware, software and networks and ensure it is followed.
- Ensure server backup policies are working and maintained.
- Support staff and students with the use of new and existing Technologies.
- Detect, diagnose and resolve PC, printer and peripheral device faults.
- Assist in planning and implementing changes to elements of the ICT service as required.
- Maintain an up-to-date inventory of ICT software, hardware and licences.
- Support online examinations and tests as required.

General Duties

- Undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- Undertake health and safety duties commensurate with the post and/or as detailed in the Trust health and safety policy.
- To be familiar with customer care and data protection policies and raise awareness amongst staff and pupils.

- To improve own practices through training, observation, discussion with colleagues and performance management.
- To keep informed of current hardware and software developments and provide advice on new and emerging products.
- Work in accordance with all Trust policies and procedures

Notes

- This job description is not necessarily a comprehensive definition of the post.
- It will be reviewed regularly and may be subject to modification or amendment at any time after consultation with the post-holder.

Job description issued by the IT Director:	
Copy received by:	
Date:	