

JOB DESCRIPTION

Job Title: IT Technician
Grade: Support Staff Grade 4
Line Manager: TBC

1. Job Purpose

- 1.1 To provide a high-quality IT service to the Trust, reflecting the policies, aims and values of The Prospect Trust.
- 1.2 To provide support for and will contribute to – **improving students' achievements** – by undertaking the following specific responsibilities. What follows is not intended to be an exhaustive or definitive list; other duties may be required as necessary.

2 Key Responsibilities

- 2.1 Act as a point of contact for the IT Service Desk, providing feedback on issues and updating staff when there are network changes.
- 2.2 Assist with the daily tasks of the IT team and use the IT Service Desk system to prioritise and assign tickets, respond to tickets, monitor issues, track maintenance and use reports to monitor ongoing issues.
- 2.3 Assist staff and students in rectifying any IT issues and supporting the use of technology in the classroom and escalating IT issues within the team effectively. ,
- 2.4 Work on specific delegated IT projects to enhance the working environment and support the Trust to deliver high quality services to all students and wider stakeholders.
- 2.5 Develop and maintain a professional working relationship with team members, colleagues and students, ensuring that all services are delivered in a professional and courteous manner.
- 2.6 Provide a professional and customer-focused service to all stakeholders within the Trust including students and staff.
- 2.7 Maintain appropriate records of IT equipment.
- 2.8 Carry out other tasks as required across the Trust to support the effective delivery of IT services.

3 Knowledge, Skills and Experience

Category	Skills and Experience Required	Essential/ Desirable
Knowledge	- An understanding of computers and desktop/server operating systems (Windows 10,11, Server 2016/2019) - Experience using Microsoft based networking tools (Active Directory, SCCM/Intune, Group Policy, DHCP/DNS) - Managing firewalls and web filters to promote security and user safety - Working knowledge of business productivity suites including Office 365 and management of servers within a virtual environment (VMWare/Hyper-V) - Knowledge of Apple Mac management - Knowledge of IT systems and delivery methods - Understanding of the Education environment	Essential Desirable Desirable Essential Desirable Essential Desirable
Skills	- Strong customer service skills - Excellent team working ethos - Ability to maintain confidentiality where required - High levels of attention to detail - Communication skills, both oral and written	Essential
Experience	- Working in an education environment - IT Technician experience	Desirable
Qualifications	Educated to A level/Level 3 standard	Desirable
Job Requirements	- Ability and willingness to work outside of normal - College hours for events purposes - Full and valid driving licence with access to a vehicle for work purposes - Commitment to safeguarding the welfare of children	Essential Desirable Desirable Desirable