

Job Description

Job Title:	IT Field Technician
Responsible to:	IT Hub Lead
Job Purpose:	Provide first line IT support to aligned schools as well as assisting with any enquiries received via the technical helpdesk.
Salary:	Grade 4 SCP 7-11 £20,0444 to £22,129
Hours:	37 hours per week
Contract:	Permanent Full Year

As a Multi-Academy, we are heavily invested in the strategic development of IT infrastructure and in ensuring that systems and structures are fully utilised to enhance the education of students within our schools.

This is an exciting opportunity to join our growing Multi-Academy in delivering excellent IT provision across our schools. The role will involve scheduled visits to local Primary Schools, delivering first class support as well as the opportunity to get involved in the future development of IT provision to support and enhance teaching and learning. It is a very varied role that requires good communication skills and a proactive attitude.

We are committed to supporting your development and growth and will be able to offer a fantastic working environment, in a team that works together for the benefit of the children in our schools.

Key Areas of Responsibility:

Customer Service Support

- First line assistance/support for all IT enquiries related to allocated schools.
- Build relationships with senior leaders and all school-based staff to enable effective support.
- Provide updates to school-based staff to inform them of action and progress of reported problems
- Understand priorities and manage workload accordingly.

Technical Support

- Install and test new hardware
- Perform device repairs and upgrades where required
- Identify and resolve hardware or software faults
- Complete trouble-shooting tasks to resolve issues and further assistance where required.
- Responsible for keeping an inventory of all equipment linked to allocated schools.
- Test and change cables where require
- Know and understand when, and how to escalate issues, and escalate effectively.

Maintenance and Service Tasks

- Complete software installations on workstations and laptops.
- Complete deployment of images to workstation or laptops.
- Restore workstation/laptop images.
- Complete routine hardware/software maintenance tasks.
- Report breakages, vandalism or reoccurring problems.
- Ensure regular back-up of data and efficient recovery of lost data when needed.
- Ensure that the school's network and ICT resources are kept secure
- Provide training to staff as and when needed to ensure the safe and effective use of software and hardware.
- Undertake regular audits of software and hardware, particularly student and staff laptops, to ensure that it has the latest protective software and data consistent with the school's Acceptable Use policies

General Responsibilities

- To work flexibly - this may on occasions include evenings, open days, parents' evenings and possibly weekends. This may also involve cover across the wider team in times of need.
- To participate fully in Performance Management Meetings and the process.
- To participate in training and other learning activities and performance development, as required.
- To work safely, consider the safety of others and work within the guidelines stated in the Multi-Academy Health and Safety Policy.
- To comply with all decisions and policies of the Multi-Academy; comply with statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and the Data Protection Act.
- To have a commitment to Child Safeguarding, to promoting the welfare of children and young people.
- To contribute to the overall ethos/work/aims of the Multi-Academy.
- To appreciate and support the role of other professionals.
- To recognise your own strengths and areas of expertise and use these to advise and support others.
- To respond to requests in a timely manner and in line with set deadlines.
- To undertake such other duties as may be required from time to time commensurate with the level of the post. The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or level of responsibility.

The Our Lady of the Magnificat Multi Academy reserves the right to require you to work at such other place or places as it may require from time to time subject to the provision of reasonable notice.

Whilst every effort has been made to explain the main duties and responsibilities of the post, this job description is not a comprehensive statement of procedures and tasks but sets out the main expectations in relation to the post-holder's professional responsibilities and duties, all individual tasks undertaken may not be identified.

This job description is current at the date shown, but, in consultation with you, may be changed by the Line Manager to reflect or anticipate changes in the job commensurate within the grade and job title.

