

Co-op Academy IT Technician Job Description

Purpose of role:

Academy IT Technicians are responsible for providing day to day IT support to the chosen academy, including:

- Provide assistance and advice to staff and students as required.
- Provide technical support to academies ensuring IT systems are effective, efficient and secure.
- Day-to-day management of incidents and requests through the IT toolset responding as per the agreed service levels.
- Develop skills and knowledge of a modern cloud based educational IT environment and gain relevant qualifications. e.g. Google Educator programme, other relevant technical certification programmes.

All roles in the IT team promote our ethical values and moral purpose, including Ways of Being Co-op, and support the Trust's ambitious growth target of reaching 40 academies by 2022.

Key accountabilities (and specific duties / responsibilities):

IT Change Delivery

- Work with Academies IT Colleagues and where required, the suppliers, to build and run effective and efficient processes that drive optimisation and create maximum value for the trust.
- To work with projects and programmes to ensure new Technology services meet agreed Acceptance into Service criteria.
- Support and help drive a 'Cloud 1st' approach to IT service and delivery.

Technical Support

- Assist both teaching and support staff in development of IT skills as appropriate.
- Set up equipment such as laptops, data projectors, interactive whiteboards, sound systems and other specialist IT equipment, ensuring that systems are ready for use and operating correctly.
- Provide advice, guidance and assistance to teachers, pupils and other members of staff on use of IT in academy. This includes working to and giving guidance to others on the IT acceptable use and e-Safeguarding policies.
- Maintain IT installations, peripherals and software; restoring faults, replace consumables, updating software and setting up new equipment.
- Detect, diagnose and resolve computer, server and peripheral device faults. Interpret diagnostic information, prioritise resolutions and determine if external support is required.
- Schedule IT maintenance activities across the academy to minimise disruption and support change within the academy.
- Support data integrity within the academy.
- Keep abreast of new technology and make suggestions for improvement and efficiency as appropriate.

Health & Safety / Safeguarding

- Support the Senior Leadership Team in implementing the Trust's safeguarding policy.
- Implementing Trust back up, virus protection and security policies, including staff and pupil access to data and files, suggesting improvements where appropriate.
- Overall responsibility for the promotion and observance of a safe working environment in the specialist work area including risk assessments, review of safety procedures and distribution of safety information for all personnel using specialist work areas - including cleaners, where appropriate.

- Ensure routine safety checks, including electrical tests, are carried out and appropriate records maintained
- Ensure the safe disposal of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements.

Administration

- Maintain an up-to-date inventory of IT assets in the academy. Take appropriate steps to ensure security of equipment, including asset labelling as necessary.
- Use Trust processes, recommended suppliers and agreements to order equipment and supplies for use with the academy.
- Receive and check deliveries and associated invoices, notify the appropriate person of any discrepancies.
- Support the Hub IT Manager in financial planning. e.g. help to estimate future budget requirements.
- Provide management information as required.
- Record responses to faults and fixes in order to be able to refer to in future for ease of recurrence fix and for configuration database purposes.

IT resource and service management

- To analyse any process or technical issues, monitor and take corrective action on services as per documented operational procedures.
- Keep up to date with assigned tickets in the Service Desk system, updating, communicating status and closing as appropriate.
- Ensure that any assigned incidents and problems are fully addressed in line with service levels.
- Ensuring that any service management related incidents and problems are fully addressed in line with service levels.
- Management of service management risks in line with the risk management framework.
- Promote, seek opportunities for, and deliver continual service improvement.
- Escalation of incidents and request as required within agreed Service Levels
- Management and ordering of Hardware/peripherals

Behaviours

- Support “Being Co-op” Values:
 - Do what matters most
 - Be yourself always
 - Show you care
 - Succeed together
- To understand the importance of inclusion, equality and diversity, both when working with pupils and with colleagues, and to promote equal opportunities for all
- To uphold and promote the values and the ethos of the academy
- To implement and uphold the policies, procedures and codes of practice of the academy, including relating to customer care, finance, data protection, IT, health & safety, anti-bullying and safeguarding.
- To take a proactive approach to health and safety, working with others in the academy to minimise and mitigate potential hazards and risks, and actively contribute to the security of the academy, e.g. challenging a stranger on the premises.
- To participate and engage with workplace learning and development opportunities, subject to the academy’s training plan, working to continually improve own performance and that of the team/academy.
- To attend and participate in relevant meetings as appropriate.
- To undertake any other additional duties commensurate with the grade of the post.

Personal attributes required (based on job description):

Attributes	All attributes are essential, unless indicated below as 'desirable'	How measured, e.g. application form (A), interview (I)
Qualifications Suitable IT qualification.g NVQ Level 3 in IT or equivalent	Desirable	A
Experience - Track record of IT operational service delivery to demanding customers - Experience of IT in an education or as a minimum, in a highly customer focused environment - Track record of delivery through a variety of resourcing and sourcing arrangements. Capability to leverage external providers.		A/I A/I A/I
Skills, Ability, Knowledge - Up to date knowledge of IT standards/protocols, and legislation including GDPR - Desire to continually improve. Constantly raising the bar - Technically competent (Active Directory, G-Suite, Office 365, Network etc) - Ability to command respect amongst business peers - Consistent - Strong relationship-builder based upon fact-based delivery on commitments – does what says they will - Interested and passionate about the end-customer - Excellent organisation and administrative skills - Excellent communication (oral and written) and interpersonal skills - Proven track record of building strong personal relationships and credibility at senior level across all internal functions		A/I A/I A/I A/I A/I A/I A/I A/I A/I
Personal Qualities - An innovative approach and high energy levels - Enthusiastic and action orientated - Commitment to team and strong team player - Strong commercial acumen and strategic thinking ability		I I I I

• Able to manage conflicting priorities and changing requirements in line with Co-operative values and principles.		I
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These duties are neither exclusive nor exhaustive, and the post holder will be required to undertake other duties and responsibilities, which the Academy Trust may determine.

Please note that the successful applicant will be required to comply with all Trust Policies.

This post is subject to an enhanced DBS check. We value variety and individual differences, and aim to create a culture, environment and practices at all levels which encompass acceptance, respect and inclusion. All our colleagues are expected to demonstrate a commitment to co-operative values and principles, and the Ways of Being Co-op.