

JOB PROFILE

Post Title:	IT Technician
Responsible to:	Trust Business Manager
Responsible for:	N/A
Liaising with:	SLT; Central Team; All staff throughout the trust; Pupils
Salary:	G5
Hours:	37 hours, term time plus 4 weeks
Job Purpose:	Managing the day-to-day IT needs and providing technical support across the MAT and individual academies.
MAIN DUTIES:	
• Ensure that ICT provision meets the learning, teaching and operational needs of academic staff; support staff and students. Provide support and assistance for teachers, pupils and other staff members on the basic use and setting up of equipment and/or software. • In liaison with the Chief Finance Officer and Trust Business Manager, ensure that the Trust IT infrastructure remains fit for purpose and operates within the agreed budget to achieve best value. • Order and purchase relevant consumables in line with agreed financial procedures • To undertake routine maintenance of ICT equipment. • To undertake stock checks and maintain appropriate records • To ensure the safe disposal of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements; ensuring the asset list is kept up to date. • Install new software, hardware, peripherals, upgrades and components. Working in conjunction with the external IT support system as and when needed. • Under instruction run network monitoring reports and utilities, informing manager of any issues. • To assist in maintaining user accounts and permissions. • To maintain standard network cabling. • Respond, record and perform basic diagnostic and recover routines on network equipment, reporting any issues. • Follow detailed instructions to configure network clients including allocating required software and connecting to the correct server. • To assist with the implementation and maintenance of electronic mail accounts. • To assist in the maintenance of an up to date inventory of ICT software and licences in school. • Working closely with the Marketing team and Senior Leaders to help raise the profile of all three schools within the MAT. including the production of IT related marketing materials (video's). • Maintain guidelines for use of School logo and co-ordinate all print production / online templates for stationery / publicity material, e.g. newsletters and invitations, using the logo/brand to ensure correct use of identity	

- To be responsible for the overall administration of the MAT & School websites ensuring compliance with the relevant policies and procedures. Maintain the website, updating with images, news, video and newcopy as appropriate
- Offer support and training of individuals and small groups of staff to create and use multi-media content and online updates for social media.
- To be responsible for regularly updating, posting content and monitoring of the trust social media platforms.

DATA MANAGEMENT

- Document Retention IT storage - in conjunction with the Trust Business Manager set a process in place to ensure GDPR compliance in line with the Trust Document Retention Policy.
- Play an active role in improving internal data processes, suggesting changes to streamline the processes and implementing these where appropriate.

GENERAL

- Build strong good working relationships with all staff across the Trust to ensure high quality customer service on IT related issues.
- To maintain high levels of professional conduct, including but not limited to: Actively encourage and promote collaborative working as part of the central team operating across the trust; the exercising of initiative to suggest, through senior leaders, improvements to the service provided; and clear and professional styles of communication at all times.
- Work with relevant colleagues to ensure that the department's work meets all organisational and legal frameworks; including but not exhaustively health and safety, safeguarding policies, GDPR, licensing and equality, diversity and inclusion.
- Ensure up to date record keeping on activity and clear information management.
- To maintain and update manual and computer records providing management reports as requested.
- To carry out the duties in the most effective, efficient and economic manner available.
- To continue personal development in the relevant area.
- To participate in the staff review and development appraisal process.
- To undertake Health and Safety Training on areas within your remit.
- Carry out any other duties as may be reasonably required

Person Specification / Selection Criteria



A. Experience

	Essential	Desirable	Source A = Application I = Interview R = References T = Task/Observation P = Presentation
Previous experience of working in ICT or general technician/resource support in a learning environment	E		A, I,
Experience of supporting & installing hardware computer systems for large user base.		D	A, I,
Experience of using various ICT systems and procedures.	E		A, I,
Experience of website administration.		D	A, I,
Experience of administering and engaging with public via online and social media E platforms.		D	A, I,
Proven experience of working within a school office environment.		D	A, I

B. Training and Qualifications

	Essential	Desirable	Source
3 X GCSEs to include English and Maths or equivalent level of qualification	E		A
NVQ Level 3 in ICT/other relevant technical discipline or willingness to work towards within an agreed timescale		D	A, I

C. Knowledge and Understanding

Applicants should be able to demonstrate knowledge and Understanding of the following areas relevant to the post.

	Essential	Desirable	Source
Knowledge of education and local Authority organisations		D	A, I
Understanding of responsibilities of a school technician	E		A, I
Good knowledge of computers/ICT	E		A, I
Good knowledge of computer/network systems	E		A, I
Knowledge of working within a school setting or learning resource facility		D	A, I
Knowledge of website and social media content administration.		D	A, I

D. Personal Skills, Abilities and Competencies

Applicants should be able to provide evidence that they have the necessary skills and abilities required.

	Essential	Desirable	Source
Presentation skills		D	A, I
Excellent communication skills in order to relate well to pupils and adults	E		A, I
Self-motivated with the ability to work under own initiative.	E		A, I
Ability to use initiative to respond to and resolve problems within recognised procedures	E		A, I
Ability to deliver polite, courteous, and efficient customer service	E		A, I, R
Ability to organise own tasks and those of others	E		A, I
Ability to work in accordance with the schools health and safety policies	E		A, I
Ability to use initiative to respond to and resolve a range of problems in the short term	E		A, I
Ability to recognise own learning needs and those of others	E		A, I
Competent in the use of a variety of IT applications	E		A, I, T
Self-motivated with the ability to work under own initiative.	E		A, I

E. Legal Issues

	Essential	Desirable	Source
Legally entitled to work in the UK	E		A, I