

IT Technician

Slough and East Berkshire CoE Multi-Academy Trust (SEBMAT)

Job Description

Responsible to	Senior Network Manager
Scale / Point	Scale 4, point 8-12 (£23779-24498)
Contract	Permanent: 37 hours per week, 52 weeks per year
Location	SEBMAT offices, Slough, SL2 5AY
Start Date	July 2023

Job Purpose

We are looking to appoint an IT Technician to work directly for Slough and East Berkshire Church of England Multi-Academy Trust (SEBMAT).

The Trust has been established to form a group of 7 academies which can support each other to ensure the best possible outcomes for the young people in Slough and the nearby areas. It includes primary and secondary academies and has a Christian faith ethos.

The Trust is seeking to appoint an enthusiastic professional, who has high expectations of themselves and are committed to improving the lives of our pupils and students.

Key Accountabilities

To act as IT Technician to the IT Support Department by providing technical support and guidance to assist staff and pupils of the school with all IT requirements.

- installing and configuring computer hardware, operating systems and applications;
- operate the helpdesk first line support. Talking staff or pupils through a series of actions, either face
- to face or over the telephone to help set-up systems or resolve issues;
- setup and operate audio visual equipment for assemblies and productions;
- troubleshooting system and network problems and diagnosing and solving hardware or software faults;
- replacing parts as required;
- monitoring and maintaining computer systems and networks;
- providing support; including procedural documentation; maintaining the equipment register; the booking system for IT equipment and software licence database;
- following diagrams and written instructions to repair a fault or set-up a system;
- assist the network manager with large scale installations and deployments
- dealing with password issues;
- responding within agreed time limits to logged issues;
- working continuously on a task until completion or referral to third parties, if appropriate
- prioritising and managing many open cases at one time;
- rapidly establishing a good working relationship with staff, students and suppliers
- testing and evaluating new technology;
- keep up-to-date with ICT developments, and liaise with the Network Manager over future developments in systems;
- Any other tasks as reasonably directed by the Senior Network Manager/Director of IT or Headteacher;

During the course of your employment you may see, hear or have access to, information on matters of a confidential nature relating to the work of SEBMAT and its schools or to the health and personal affairs of pupils and staff. Under no circumstances should such information be divulged or passed on to any unauthorised person or organisation.

The post holder will contribute to the school's objectives in service delivery by:

- At all times operating within the school's equal opportunities framework.
- Commitment and contribution to improving standards for pupils as appropriate.
- Other duties of an appropriate level and nature will also be required

Benefits

In return, Slough and East Berkshire Church of England Multi-Academy Trust offers support from a very versed and experienced team, fantastic development opportunities and a competitive benefits package, which includes:

- 27 days holiday per year (pro rata), increasing with service.
- There are a host of professional development opportunities that will further your own skills, knowledge and expertise.
- Membership to Benenden Health Insurance

How to Apply

To be considered for this role and to apply, please complete an application form for this vacancy which is available on SEBMAT's website at www.sebmat.com. If you would like an application form to be sent to you, or would like to discuss this role further, please contact Kiran Mahmi, HR Manager at recruitment@sebmat.com. CVs will not be accepted.

Safeguarding

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. The successful candidate will be subject to an Enhanced DBS check and other pre-employment checks.

Person Specification

Criteria

Qualifications	5 GCSEs at Grade C or above including English and Maths or equivalent
Experience & Knowledge	• Ability to work on own initiative as well as part of a team • Good problem solving and organisational skills • Knowledge of a range of IT hardware (eg: computers, printers, scanners) • Knowledge of a range of the applications commonly used in work and school environments (eg: Microsoft Office) • Experience working in a fast paced technical environment • Experience of maintaining and repairing computer equipment • Experience of providing IT Helpdesk technical support • Experience of maintaining and developing websites and intranet • Experience of commonly used school applications (eg: SIMS, Fronter) - Desirable • Experience of working in a school environment
Personal Qualities	• High quality communication skills • A flexible and adaptable approach • A willingness to train to a higher level • Resilience and determination to be successful • Commitment to safeguard and promote the welfare of children and young people