

# Job Description

Job Title: ICT Technician

---

Location: Hethersett Academy, Nr Norwich, Norfolk

---

Closing date: 5th March 2021

<b>Job title</b>	<b>ICT Technician</b>
<b>Salary Scale</b>	<b>Scale D</b>
<b>Hours of Work</b>	<b>Full Time - 37 hours</b>
<b>Weeks Worked</b>	<b>52 weeks per year</b>
<b>Responsible to</b>	<b>Principal and Service Delivery Manager</b>
<b>Location</b>	<b>Based at a Hethersett with frequent travel to other schools</b>

### **MAIN PURPOSE OF ROLE**

The ICT Technician will be the first point of contact for IT Support of incidents, standard requests and initial problem management within the schools, and should be able to manage expectations when faced with unidentified faults. The Technician should take pride in responding quickly and effectively to all support requirements and take an open approach to helping everyone get the best out of the school's IT Systems. As a technician in a multi-academy trust, liaison with staff in similar roles across the Trust is to be expected.

### **PRINCIPLE RESPONSIBILITIES AND DUTIES**

- Perform duties in accordance to processes and policies as defined by Central IT,
- Represent and support the wider IT department by
  - Providing a professional, customer focused support service with a focus on continual service improvement
  - Acting as an advocate for the end user, with a focus on teaching and learning
  - Ensuring school asset registers are maintained and the asset lifecycle procedure is followed
- Provide support to teaching and administrative staff, and students by providing classroom support to teachers with software and hardware that supports learning
- Providing initial support on all office & classroom based hardware: i.e. desktop equipment, printing/scanning, network connectivity
  - escalating Incidents/Requests to the Central Team that cannot be resolved, or are supported centrally using our ITSM Platform
  - liaising with third party providers for managed equipment i.e. printers, physical hardware warranty repairs
  - ensuring maximum availability of all IT provided equipment
  - making best use of all provided resources to support teaching and learning
- Perform operational IT tasks including:-
  - Image and deployment of desktop equipment
  - Install and support fixed and mobile telephony
  - completing minor repairs to physical equipment and networking where the fault is obvious

- Assess physical security requirements to protect against loss of equipment
- Work proactively to ensure that equipment is protected from damage or misuse and to be vigilant in spotting unsafe or dangerous equipment and to take appropriate action
- Employ safe working practices and to comply with the relevant Health and Safety regulations.
- Provide support with any other duties as directed by Central IT

This job description may be subject to change, depending on the requirements of the Trust.

## **PERFORMANCE MANAGEMENT**

Participating in the Trust's arrangements for performance management, professional development and the Trust's arrangements for quality assurance and internal verification.

## **CONTEXT**

All staff are part of the whole Trust team. Each individual is required to support the values and ethos of the Trust and Trust priorities as defined in the Trust Strategic Plan. This will mean focusing on the needs of colleagues, parents and students and being flexible in a demanding environment.

## **MISCELLANEOUS**

To undertake any further tasks which could be reasonably expected by the Principal  
The Data Protection Act 2018 renders an individual liable for prosecution in the event of an unauthorised disclosure of information

The post is one that carries responsibility for the wellbeing and welfare of children and the post holder should be aware of this and the need to act accordingly

The Academy will endeavour to make any necessary reasonable adjustments to the job and the work environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition

It is a requirement of the post holder to make positive efforts to maintain their personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice. The post holder is also required to be aware of and comply with policies on health and safety

This is an Equal Opportunities post and is in accordance with the Academy's Equality & Diversity Policy.

This job description can be altered, with the agreement of the post holder and will be reviewed on an annual basis. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the Academy in relation to the post holder's professional responsibilities and duties.

**The Inspiration Trust is committed to protecting the welfare of children and young people. Due to the nature of this role, it will be necessary for the appropriate level of DBS (Disclosure & Barring Service) to be undertaken. It is essential you disclose whether you have any pending charges, convictions, bind-overs or cautions and if so, for which offences. This post will be exempt from the provisions of Section 4, (2), of the Rehabilitation of Offenders 1974 (exemptions) (Amendments) Order 1986. Therefore, you are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act. Any failure to disclose such convictions will result in dismissal or disciplinary action by the Trust.**

<b>PERSON SPECIFICATION</b>		
	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications</b>		
MTA certified		✓
NVQ Level 3 or HNC Qualification		✓
<b>Experience</b>		
ICT system installation, configuration and basic hardware maintenance	✓	
Provision of advice and assistance to users (students and staff)	✓	
Working with Google Apps for education		✓
Supporting Local Area Networks	✓	
Supporting Microsoft Windows 7 and above.	✓	
Supporting multimedia	✓	
Experience of Internet and email	✓	
Excellent written and oral communication skills	✓	
Experience of working in a school or local government environment		✓
<b>Professional Skills and Attributes</b>		
Proven organisational skills	✓	
A commitment to our mission statement and core values	✓	
Ability to administer networks with regard to security and backup, service maintenance.	✓	
Ability to develop a good working relationship with a wide range of Staff, Students and external suppliers & contractors.	✓	
Ability to work to tight deadlines	✓	
Ability to work effectively as part of a team	✓	
Ability to work in isolation	✓	
Ability to work with a minimum of supervision	✓	
<b>Knowledge and Understanding</b>		
Knowledge of Microsoft Windows 7 and above, Microsoft Office	✓	
Knowledge of Google Apps and Apps Scripting, Microsoft Server platform and Active Directory		✓
A good understanding of the legal, security and moral issues relating to the use of ICT in schools	✓	
Knowledge of ICT systems and administration software used in schools (eg SIMS.Net)		✓

Signature .....

Date .....

Name .....