



## **Job Description**

**Post Title: IT Technician**

Pay Scale – Grade E, point 9 – 15

(£21,269 - £23,953 per annum) *This is a year round role*

### **Main Responsibilities**

- To work as part of the team supporting and implementing IT systems across the Trust.
- Operate the IT helpdesk, prioritising and responding to tickets in a professional and timely manner.
- To take an active role in project implementation work as directed by the Network Manager & Assistant Network Manager.

### **Key Areas of Responsibility**

#### **Supporting Students & Staff**

- Maintain user accounts in a range of systems, resetting password and changing access levels as required.
- Support staff & students in making effective use of IT systems, providing guidance and ad-hoc training as required.
- Ensure teaching equipment such as interactive panels, projectors and related equipment is working and ready for use.
- Ensure student equipment, including laptops, are kept in good order and are ready for use.
- Re-install and/or upgrade software and operating systems on IT equipment as required.
- Carry out maintenance and repairs on IT equipment.

#### **Data & Security**

- Ensure the Trust backup systems are operated effectively and restore data where required.
- Help develop the Trust IT Disaster Recovery Plan and take an active part in testing and implementing where requested.
- Provide practical guidance and support to staff on the safe and effective storage of data.
- Ensure IT equipment and software is regularly updated & patched in line with security best practice.
- Review firewall and other security logs, highlighting any areas of concern.
- Maintain the Trust-wide IT asset register.

**Installation and Procurement**

- Ensure effective value-for-money when procuring IT equipment & services for the Trust.
- Procure and install consumables in a timely and effective manner.
- Install IT equipment & software in accordance with Trust procedures in a timely and effective manner.
- To be aware of Health and Safety and to implement safe working practices.

**Trust IT Infrastructure**

- Assist in maintaining the Trust IT infrastructure, as directed by the Network Manager & Assistant Network Manager.
- Make changes to network equipment, WiFi & telephony configurations.
- Installing software and equipment as required.
- Undertake proactive maintenance, monitor logs and respond to alerts in a timely and effective manner.

**General**

- Promote the safe and innovative use of IT systems & hardware.
- Maintain good working relationships with colleagues, Senior Leadership Team, Trust schools, 3<sup>rd</sup> party organisations.
- Keep abreast of changes within the IT industry and the education sector.
- To undertake such other duties of a similar level and responsibility as may be required by the Network Manager or Senior Leaders from time to time.

**Trust-wide Responsibilities**

- Being aware of and acting upon relevant policies, in particular those associated with Child Protection/Safeguarding Children and Health & Safety issues.
- Being responsible for maintaining a clean and tidy environment.
- Attending relevant meetings as required.
- Acting as a role model for the pupils in school.
- Acting as an ambassador for the Trust and ensuring that the school's high standards are promoted at all times.

**Probationary Period**

Your appointment is subject to a six-month probationary period. At the end of this period, provided your service has been satisfactory, your appointment will be confirmed. If your service is not satisfactory your employment may be terminated within the probationary period. The school requires four weeks written notice to resign from the post.

**Working Location & Travel**

The role involves work at any of the Trust sites, and as such a driving license and use of own vehicle is essential.