

Job Description

Job Title:	IT Technician	Reporting to:	School Business Manager/Head of IT
Location:	Various Sites	Annual salary:	£18,562-£19,698 - Grade 2a, Point 3-5
Contract type:	Full Time	Hours of work:	36.5 hours per week

ROLE PURPOSE:

To act as first point of call for IT issues at School Level. To provide proactive and good problem-solving ability. The duties of an IT Technician include being a reference point for all IT related queries at the user level, responding to user needs in a timely manner and ensuring the optimal running of all systems, among other technical duties.

IT Technicians are expected to display good interpersonal skills as they will interact with colleagues from across the Trust within various departments and at executive levels. IT Technicians are required to listen to and assess technical needs, to identify and understand problems that arise and provide advice and implement solutions.

MAIN DUTIES:

- Become familiar with server, MIS systems and equipment.
- Assist the ICT Technician with operational functions required, for example, dealing with staff and students daily requests.
- Installation of PCs, support and maintenance of computer hardware and software.
- To actively participate in your own development, which will be agreed with your line manager and the assessor from the training provider.
- To achieve personal development targets, as agreed.
- To support staff and students with computer related problems.
- To take part in meetings and training to assist with your development.
- maintaining the school's network
- installing new software and upgrading existing applications
- providing technical support for teachers and pupils
- running diagnostics
- Repairing or replacing damaged hardware.
- Upgrading the entire system to enable compatible software on all computers.
- maintaining and developing the school's website and intranet
- maintaining hardware peripherals (e.g. scanners, printers, external drives)
- purchasing kit
- ensuring internet systems are safe and offer full child protection
- training teachers and students
- liaising with suppliers on maintenance or licensing deals

Special Conditions of Employment

REHABILITATION OF OFFENDERS ACT 1974

This job is exempt from the provisions of the Rehabilitation of Offenders Act 1974. Appointment to this job is subject to an enhanced DBS disclosure being obtained, and any relevant convictions cautions and reprimands being considered. Any arrests, convictions cautions or reprimands of relevance, obtained by the jobholder after enhanced DBS clearance has been acquired, must be disclosed to the Headteacher by the jobholder. Failure by the jobholder to do so, or the obtaining by the jobholder of a relevant conviction caution or reprimand, may be managed in accordance with CORE Education Trust Disciplinary Procedure.

HEALTH AND SAFETY

The jobholder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or omissions (failure to act). Full guidance regarding health and safety is set out in CORE Education Trust Health and Safety Policy, and in any risk assessments relevant to the jobholder's role or circumstances. Both can be accessed via the jobholder's line manager and must be observed.

EQUALITY AND DIVERSITY

CORE Education Trust is committed to equality and values diversity. As such, it is committed to fulfilling its Equality Duty obligations and expects all staff and volunteers to share this commitment. This Duty requires the Trust to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age gender, race and faith, and people who do not share them. Staff and volunteers are required to treat all people they encounter with dignity and respect and are entitled to expect this in return.

TRAINING AND DEVELOPMENT

The Trust has a shared responsibility with the jobholder for identifying and satisfying training and development needs. The jobholder is expected to actively contribute to their own continuous professional development and to attend and participate in any training or development activities required to assist them in undertaking their role and meeting their safeguarding and general obligations.

MOBILITY:

The jobholder may be required to transfer to any job appropriate to their grade at such a place as in the service of the Trust they may be required, in accordance with legitimate operational requirements and / or facilitating the avoidance of staffing reductions.

This job description may be subject to review and / or amendment at any time to reflect the requirements of the job. Any amendments will be made in consultation with any existing jobholder and will be commensurate with the grade for the job. The jobholder is expected to comply with any reasonable management requests.

CORE Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. An enhanced DBS (Disclosure and Barring Services) Check is required for all successful applicants.

Job Description Reviewed on:	DATE: 25.09.2020
Job Description Reviewed by:	NAME: Kamrul Hussain

Person Specification

CORE Education Trust is committed to safeguarding and promoting the welfare of children and young people and requires all staff and volunteers to share this commitment. All posts will be subject to a DBS clearance at Enhanced level.

The Person Specification outlines the main attributes needed to adequately perform the post specified. It is intended to give prospective candidates a better understanding of the post requirements. It will be used as part of the recruitment process in identifying and shortlisting candidates.

All posts will be subject to a DBS clearance at Enhanced level.

Job Title:	IT Technician	Reporting to:	School Business Manager/Head of IT
Salary:	£18,562-£19,698 -Grade 2a, Point 3-5	Location:	Various Sites

	Essential	Desirable
Education, Training and Qualifications <ul style="list-style-type: none"> GCSE English and Maths (Grade A*-C) or equivalent Level 2/3 ICT (Distinction * - Pass) or equivalent CompTIA A+ CompTIA N+ 	X X	X X
Experience, Knowledge, Skills /Competencies <ul style="list-style-type: none"> Experience through work placement/experience of working within ICT support team. Basic understanding of ICT hardware fundamentals. Basic understanding of ICT software fundamentals. Strong computer literacy across different operating platforms Able to adapt to working within team and as an individual. Motivated to succeed and develop skills and knowledge. Ability to problem solve, work with others to deliver a solution-based approach. To be able to use Active Directory to a basic level. Strong understanding of windows operating Systems. Basic understanding of Troubleshooting TCP/IP Printers. Ideally Basic understanding of O365, and AAD. Basic Understanding behind the mechanics of GPO. Basic understanding of the seven layers of OSI, and how to use it to troubleshoot various issue. 	X X X X X X X X X X X X	X X
Personal Attributes <ul style="list-style-type: none"> Resilience, the ability to work under pressure and able to meet deadlines Ability to think strategically, creatively and to prioritise Excellent communication skills (including written, oral and presentation skills) Excellent interpersonal skills A commitment to Core Education Trust vision, values, aims and the objectives of its academies programme 	X X X X X	