JOB DESCRIPTION

POST: IT Technician

RESPONSIBLE TO: Senior Technical Manager

LEVEL: Grade 3

CORE PURPOSE: To assist in the processing, escalating, resolving and updating of any IT issues recorded on the Service Desk in relation to desktop-based hardware and software. To support the administrative and curriculum networks providing timely and efficient ICT support to all staff on a day-to-day basis. To support IT systems to ensure that they are used efficiently and effectively in all aspects of the work of the Academies. To undertake general administration duties within the IT Department.

JOB DESCRIPTION: The job description will be reviewed regularly to reflect, or anticipate changes to, the job commensurate with the salary and areas of responsibility.

WORKING WITHIN THE ICT DEPARTMENT THE POST HOLDER WILL:

- Support the implementation the Academies' vision and values
- Ensure that the Academies' policies are promoted and adhered to
- Contribute in the Academies to developing a learning culture with high expectations in a safe and secure learning environment
- Foster effective relationships with parents/carers and students in the Academies
- Travel between Academies sites as required

SPECIFIC RESPONSIBILITES

- To provide timely and efficient ICT support to Trust staff, both teaching and non-teaching, ensuring that all ICT equipment is functional and fit for purpose.
- To support the effective use of ICT across the Trust, and improve efficiency in all aspects of ICT administration and practice.
- Assist in training staff across the trust, in relation to new IT systems.
- To support developments in ICT and provide appropriate technical support as required.
- Assist in maintaining an inventory of all ICT equipment (hardware and software) and licences for which the Trust is responsible.
- To support the day-to-day operation of IT equipment and network including:
  - support the use and development of ICT networks and resources for staff and students
  - providing a first line response in the event of equipment failure or user faults employing an established system for identifying priority
  - providing a troubleshooting, hardware/software failure support/advice facility for network users.
  - repair equipment, using warranty and support as available and required.

- To support updates and system maintenance to protected against computer viruses.
- To move and set up IT equipment as and when required
- To assist in providing support for staff, students, parents and other stakeholders, but particularly for students.
- Assist the Corporate Director with the implementation of new policies

- To undertake any professional duties delegated by the Principal or Corporate Directors

DEVELOPING SELF AND WORKING WITH OTHERS

- Take part in an annual staff performance review with line manger
- To create and maintain good working relationships among all members of the Academies' community
- To promote appropriate personal and professional development
- To set an example to students in work ethic, conduct, dress code, punctuality and attendance

VARIATION IN THE ROLE

Given the dynamic nature of the role and structure of Consett and North Durham Academies, it must be accepted that as the Academies' work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are therefore not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the post holder.

EQUALITY AND DIVERSITY

The Academies are committed to equality and diversity for all members of society. The Academies will take action to discharge this responsibility, but many of the actions will rely on individual staff members embracing their responsibilities with commitment, and ensuring a positive and collaborative approach to Equality and Diversity. This will require staff to support the Academies initiatives on Equality and Diversity, which will include embracing development and training designed to enhance practices and the experiences of staff, students and visitors, with an all-inclusive approach that celebrates differences. Failure to embrace these commitments may lead to formal action.

Post holder Name   ……………………………………….. Signature ………………………………………… Date ………………….………

Line Manager Name ……………………………………………… Signature …………………………………….. Date ………………………….

PERSON SPECIFICATION

The successful candidate will be an experienced professional who is energetic, innovative and influential, reliable and committed; whose leadership style recognises the value of teamwork. More specifically candidates should be able to demonstrate the following minimum requirements:

	Assessed*	Essential	Desirable
Qualifications and Training			
NVQ Level 3 or equivalent qualification in relevant discipline OR appropriate experience	**A**	✓	
Qualifications at GCSE level or equivalent in Maths and English	**A**	✓	
Child Protection training	**A**		✓
Experience			
At least 2 years' experience of providing 1st line technical support in an environment that includes: Windows Desktop PC's, Audio and Visual Equipment, Printers, Apple iOS devices.	**A, I**	✓	
Experience of working within a target driven Service Environment	**A, I**	✓	
Experience of working in an Academy environment	**A, I**		✓
Skills and Knowledge			
A knowledge of Windows to support user issues such as; Access to the network, access to application	**A, I**	✓	
A knowledge of Windows deployment and rebuilding devices	**A, I**	✓	
A knowledge of Windows deployment and rebuilding devices	**A, I**	✓	
A working knowledge of classroom audio/visual equipment	**A, I**	✓	
Ability to build effective working relationships with students and colleagues	**A, I**	✓	
Ability to promote a positive ethos and role model positive attributes	**A, I**	✓	
Excellent communication, numeracy and literacy skills	**A, I**	✓	
Be able to maintain confidentiality	**A**	✓	
Knowledge of Child Protection/Safeguarding	**A, I**		✓
Personal Skills and Attributes			
Determination to promote equality of opportunity	**A, I**	✓	
To be able to prioritise tasks and agendas	**A, I**	✓	

To be able to work to deadlines and meet key performance indicators	**I**	✓	
High professional and personal standards in both work and conduct	**A, I**	✓	