

Job Description

IT technician



Grade:	SCP 11-15 (£22,129-£23,953) starting pay dependent on experience
Working Hours:	37 hours per week
Working Weeks:	52 weeks, less annual leave entitlement
Annual Leave:	24 days per annum
Responsible to:	Network Manager

General Scope of the post:

Support in development and maintaining provision of technical support for our expanding IT network and working in close partnership with the Academy's external IT network support providers.

1. Key Tasks and Statement of Duties

- a) Work in close partnership with the Academy's external IT network support providers (Galtec Solutions, Frog Education, SIMS).
- b) Assist with network and systems management to support and enhance teaching, learning and administration within the Academy including assisting with regular monitoring of the servers to ensure early detection of problems and maximise operability.
- c) Escalate technical faults to external network support providers and liaise with technical engineers to resolve complex issues.
- d) To provide support to the Network Manager with planning, implementation and recording of essential back-up procedures for management, administration and academic data in accordance with the Academy backup policy.
- e) Maintain the technical element of the Academy's VLE platform, keeping up-to-date with VLE development/best practices ensuring it is relevant to the Academy needs.
- f) To respond effectively and offer solutions to technical issues in network systems, computer hardware and software, including the Academy website. (Monitor own response times using helpdesk system)
- g) Offer classroom support as required including troubleshooting.

Job Description

IT technician



- h) To evaluate new software in order to identify implications for installation, advising and supporting end users including conducting system and software updates where appropriate.
- i) Maintain and create network accounts, distribution groups and group policies through Active directory and Microsoft exchange.
- j) Assist with the installation, updates and maintenance of network equipment and interfaces as appropriate (switches, cabling, wireless technologies)
- k) To have primary responsibility for maintaining, setting up and providing technical support on audio and visual equipment for key Academy events (assemblies, extra curricula activities and after school events), liaising with key stake holders to ensure equipment is fit for purpose.
- l) Academy asset management - administration of Every system and asset tagging of equipment
- m) Hold training sessions for both staff and students on Academy technologies based on the requirements of the Academy.
- n) To ensure that Health & Safety regulations and Academy policies are complied with to maintain a safe and healthy environment.
- o) To undertake specific IT projects to develop the Academy's network in accordance with the senior leadership team, providing regular updates and recommendations to the Network Manager and senior leadership team.
- p) To undertake such duties as may be determined from time to time within the scope of the post to support the general operation of the Academy.

2. MANAGEMENT/SUPERVISION

In the absence of the Network Manager, manage the workload of junior technician/apprentice.

3. CREATIVITY AND INNOVATION

Creativity and innovation will be used for the development and maintenance of the Academy networks and the VLE

4. CONTACT AND RELATIONSHIPS

Job Description

IT technician



Daily contact with line manager, staff and students with regard to technical support of IT systems and networks. Regular contact with IT network support provider and suppliers of relevant goods and services.

5. DECISIONS

Discretion

Post holder will be required to make decisions and provide solutions to IT issues and problems which may arise.

Consequences

Impact of decisions e.g. resources not available, would be easily identified and quickly rectified. In relation to VLE/websites, could disrupt teaching and learning within the Academy.

Defined policies and procedures are in place however, judgement and discretion may be used when dealing with non-routine matters.

6. RESOURCES

Responsible for the care/storage and safekeeping of consumables, IT equipment and audio visual equipment.

7. WORK ENVIRONMENT

Work Demands

Work will be subject to interruption but will not impact on the overall programme of work

Physical Demands

Moving and handling equipment and resources; regular bending, moving in awkward positions e.g. when connecting cables

Working Conditions

Work is carried out in a well-lit and ventilated office environment

Work Context

Contact with staff and students on matters which are routine. Minimal risk to personal safety of injury, illness or health problems

8. KNOWLEDGE AND SKILLS

Previous experience in an IT support role is required. Experience within an educational setting would be an advantage.

ICT skills and minor fault finding/problem solving required.

Knowledge of health and safety regulations required.

Job Description

IT technician



9. GENERAL

Equal Opportunities: The post holder is required to carry out the duties in accordance with the Academy's Equal Opportunities policies.

Health and Safety: The post holder is required to carry out the duties in accordance with the Academy Health and Safety policies and procedures.

Signed by postholder:

Dated: