Leading Learning Trust – Job Description:

Trust ICT Technician

JOB DESCRIPTION AND PURPOSE – TRUST ICT TECHNICIAN

Based at: All schools within the Leading Learning Trust

Reports to: Trust ICT Network Manager

PROTECTING OUR STAFF AND OUR RESOURCES – HEALTH AND SAFETY

Adherence to health and safety requirements, which includes proper risk management processes, is required from all staff at school in so far as this is relevant to their roles. All staff are expected to understand their responsibilities for protecting and promoting the health and safety of all children and colleagues.

EQUAL OPPORTUNITIES

The school has as strong commitment to achieving equality of opportunity in both services to the community and the employment of people and expects all employees to understand and promote its policies in their work.

PURPOSE

The role of the Trust ICT Technician is to provide comprehensive support and maintenance of a consistent and high quality technical learning environment. The post holder will work closely with the Trust ICT Network Manager, Executive Head teacher, the Head teacher and other senior leaders and teachers.

The Trust ICT Technician is responsible for ensuring the smooth running of all IT systems and services at all schools within the trust. The post holder will be responsible for ensuring that all users are able to work with IT systems with as little impact on productivity as possible on a daily basis.

KEY TASKS AND ACCOUNTABILITIES

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties as directed by the Trust ICT Network Manager which may be required from time to time.

The following duties will be carried out with directed supervision at various school sites.

1. To provide end user computing support inclusive of laptop, desktops, mobile devices and teaching aids, peripherals for all staff and students.
2. To provide general maintenance and technical housekeeping of computer systems, interactive whiteboards and peripheral devices in accordance with guidance from the Trust ICT Network Manager.

3. Providing support to the Trust ICT Network Manager in the running of the department, and servicing the needs of customers across the Trust's schools, including regular travel to other schools.
4. Maintaining efficient working of computer systems and services.
5. Performing installations of computer systems, peripheral devices, mobile devices and other IT equipment.
6. To install, package and deploy software on computers as directed by the Trust ICT Network Manager.
7. To manage and maintain school user accounts and cloud based user accounts provided by London Grid for Learning (LGfL) and G Suite for Education
8. To update and maintain school websites and associated social media accounts.
9. Maintaining an up-to-date asset register and inventory of computer equipment.
10. Maintaining network user accounts including addition and deletion of users.
11. To ensure and maintain appropriate working conditions of computers in all classrooms and offices across the trust, including routine cleaning of equipment.
12. To provide assistance, and where required, familiarisation training staff when using ICT equipment and services.
13. To ensure anti-virus updates and Microsoft security updates are kept current, updated and correctly installed on all required systems.
14. To provide additional services to schools as required such as, stock take of computer consumables and identifying items for ordering, replacing spent toners and cartridges for printers and refilling printers with paper.
15. To provide small group training sessions for staff for newly acquired equipment e.g. cameras, scanners, iPads etc.
16. To maintain an up-to-date log of faults and remedial actions.
17. To build newly acquired and rebuild existing workstations as required.
18. To maintain and provide technical support of the school's onsite and offsite servers, including maintenance of DHCP, DNS, Active Directory, Group Policy, installation of printers and other server support related tasks.
19. Maintaining and supporting school systems provided by LGfL, Atomwide, Meraki and other 3rd parties.
20. Ensuring that all school data and documents are backed up correctly and ensuring that backups are ready and available in case of data loss.

21. Informing the Trust ICT Network Manager of any concerns regarding health and safety and safe working practices.
22. To report and document work undertaken and present to the Trust ICT Network Manager and the Leadership Team on a weekly basis.
23. Ensuring that all general online safety systems, practices and guidelines are in place and adhered to at all times, as part of the trust's responsibility for keeping children safe in education.
24. To undertake appropriate training to maintain knowledge and keep skills up to date and to extend competence in the responsibilities of the post
25. To carry out other duties that are in line with the purpose and grade of the job.

SECTION B – PERSON SPECIFICATION

QUALIFICATIONS: Application Form / Interview	a) At least 5 GCSEs graded at A* - C (including English and Maths) (essential) b) Undergraduate Degree in Computing related subject (desirable) c) Industry recognised technical ICT qualification or demonstrable awareness (desirable) d) Full clean driving license (desirable)
EXPERIENCE, SKILLS AND ABILITIES: Application Form / Interview / Test	a) Experience of working in an inner city multicultural community (desirable) b) Extensive experience of providing technical support to end users over the phone, using remote support tools and face to face (essential) c) Knowledge and working experience of educational technology platforms and industry standard ICT services with responsibilities sufficient to enable post holder to undertake work with minimal supervision (essential) d) Ability to follow and relay detailed instructions to customers to assist in incident management and request fulfilment (essential) e) Ability to use monitoring tools, responding to alerts and initiating appropriate action in line with agreed processes (desirable) f) Ability to swiftly identify common issues experienced in the classroom and office environment and able to provide quick fixes where possible (essential)

	g) Able to manage and prioritise workloads to meet the needs of the trust (essential) h) Ability to create, maintain and create effective documentation on processes and procedures and provide training and other support to ensure effective handover (essential) i) Proven ability to communicate effectively in both written and oral presentation and at all levels, in plain English (essential) j) Knowledge of and ability to work to best practice frameworks (ITIL, FITS) (desirable) k) Knowledge of the legal and regulatory framework relevant to the management of a public sector/education ICT service (desirable)
PERSONAL STYLE AND BEHAVIOUR: Application Form / Interview	a) Able to manage stressful situations and withstand pressures and ongoing challenges (essential) b) Able to draw upon own experience and resources to problem solve and research solutions where necessary (essential) c) Able to use their initiative and being solution focused, ensuring quick wins to provide the least possible impact to school staff (essential) d) Excellent interpersonal skills, being a team player, working as part of a local IT and wider team to ensure that all sites across the trust are working at optimal levels (essential)
KNOWLEDGE AND UNDERSTANDING: Application Form / Interview	a) Keeping up-to-date with the ever changing IT landscape and refreshing and update skills through personal training and development (essential) b) Working towards awareness of Health and Safety and Data Protection/GDPR legislation (essential) c) Understanding of wider IT related systems including social media and it's usage and integration in to IT services and support systems (desirable)
EQUAL OPPORTUNITIES: Application Form / Interview	a) Has understanding of and a commitment to the promotion of equal opportunities (essential)