

Eastern Learning Alliance

Job Description

Post Title	IT Technician
Reporting to:	Network Manager / Trust Network Architect / Director of IT Systems
Post Purpose:	Working with the Network Manager, the post holder will be supporting the day-to-day running of the IT technology for the Colleges who form the Trust and ensuring effective and efficient use of all systems. To support the development of ICT usage throughout the Trust
Working time:	Full time (37 hours) 52 week per year
Salary:	Scale 5 points 12- 17 £28,598- £31,022
Location:	Chesterton Community College is part of the Eastern Learning Alliance, the normal place of work, but you may be required to work at other schools and sites within the Trust
Disclosure Level:	Full DBS

1. Main Purpose of the Role

Working closely with the Network Managers and other IT Technicians, the role will be to provide technical knowledge and support to staff and students in all aspects of ICT equipment and software use, setting up and maintaining ICT and media equipment, installing software and hardware using management tools as required.

2. Key Tasks

- Provide technical knowledge and support to classroom/non-teaching staff in all aspects of ICT equipment and software use
- To assist with setting up ICT and Media equipment throughout the Colleges, e.g., assemblies, meetings, exams, performances, and external lettings
- Maintenance service and repairs of all ICT equipment under the supervision of the Network Manager
- Installation of software and hardware including the updating of drivers and anti-malware software, service packs, software patches and updates including mobile devices
- To set up user accounts for staff and pupils in accordance with the Trust's policies
- Assist the Network Manager in the maintenance of the Trust websites and digital signage systems
- Assist in the maintenance and documentation of the Trust IT network infrastructure
- Assist with pupils requiring the services of IT staff in the classroom, under the guidance of teaching staff/Network Manager
- Assist the Network Manager in the future development and expansion of College and Trust systems to ensure that the Trust can provide excellent learning resources
- Be aware and advise on all Health and Safety related matters and implement safe working practices

3. Other Responsibilities

- To be prepared to undertake any relevant training required
- To undertake any other duties commensurate with the post as may be required
- To keep up to date with the necessary policies, procedures, rules and regulations laid down by the different examination bodies
- To play a full part in the life of the Trust and College community, to support its distinctive vision and ethos and to encourage staff and students to follow this example.
- Comply with the Trust's Health & Safety Policy
- To participate in the College's appraisal scheme

4. Safeguarding

- To be aware of safeguarding and promoting the welfare of children and vulnerable adults and to report any concerns in accordance with the Trust's Safeguarding/Child Protection policies

- To undertake regular safeguarding/child protection/adult protection training as required by the Trust

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

This job description is current at the date below but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.

IT Technician – Person Specification

Before completing your application please read the Person Specification and Job Description. In supporting your application, you should demonstrate how your qualifications, skills and experience match the requirements of the role.

	Essential	Desirable
Qualifications		
5 GCSE passes or equivalent which must include Maths and English A-C	√	
NVQ level 3 or 4 in ICT or other professional qualification	√	
Experience		
Proven experience of MS Office and 365	√	
Experience in an IT environment and working with relevant software and networks	√	
At least 2 years' experience in an IT environment		√
Understanding of ICT hardware operation and maintenance	√	
Experience of using Microsoft windows 7/10 and office in a domain environment	√	
Experience of delivering services to meet customer needs	√	
Experience working in education		√
Skills & Abilities		
Good analytical skills and systematic and methodical approach to problem solving	√	
To be able to demonstrate a flexible and professional approach to work and able to work outside normal office hours when required	√	
Excellent organisational skills with the ability to prioritise workload and work under pressure	√	
Excellent communication skills, ability to communicate with different groups of people	√	
Excellent customer service skills and the ability to understand the needs of students, staff, parents and carer's	√	
Personal Qualities		
Ambitious and willing to embrace new technologies and ways of working	√	
Ability to work on own initiative as well as part of a wider team	√	
Safeguarding		
Display commitment to safeguarding and promoting the welfare of children and young people	√	
Demonstrate the ability to form and maintain appropriate relationships and personal boundaries with children	√	
Emotional resilience in working with challenging behaviours	√	

Driving licence and access to transport to attend other Trust sites would be an advantage but not essential.