



Job Description

POST: ICT Technical Support Officer

RESPONSIBLE TO: Director of IT

SALARY: `

LOCATION: **Cross Trust – based from Kings Warrington.**

WORKING PATTERN: Full time, 37 hours per week, 52 weeks per year

DISCLOSURE LEVEL: Enhanced

JOB PURPOSE:

- Travel between Trust Academies to provide IT support.
- Ensure the smooth running of ICT systems to facilitate Teaching, Learning, Administration and Leadership.
- To allow the effective use of ICT by Teaching Staff, Admin Staff, Leadership and Students and to improve both their understanding of ICT and their experience of its use.
- To provide remote and face to face technical support in line with the academy's ICT support service definition.
- To support pupils and staff in the appropriate use of ICT, through advice or training.

SPECIFIC RESPONSIBILITIES:

A. Desktop, Tablet & Application Support

- Connect, set up and check PCs and peripherals for normal operation.
- Detect, diagnose and resolve PC, peripheral and application errors.
- Maintain student one-to-one tablet device estate (Android and iPads, iPods)
- Roll out apps via the MDM

B. Server & Network Support

- Set up hardware and perform basic checking of networked PCs, including diagnosis of networking/Server/Proxy issues.
- Perform routine maintenance tasks for user accounts; run basic network monitoring reports and utilities.
- Perform pro-active daily system checks

C. Health & Safety

- Carry out basic safety checks to make sure ICT resources are safe for use.
- Follow relevant H&S procedures and raise awareness among staff, pupils and other users.

D. Configuration & Installation

- Install new hardware, Repair current hardware and reload software on desktops/laptops following release management procedures.
- Always ensure that all new deployments, repairs and fixes are fully tested.
- Update records of installed hardware and software on the call Management Software; maintain a software library and store original copies of installed applications.
- Ask for signature when issuing new ICT resources to staff.

E. Continuity, Maintenance & Security

- Follow Academy backup, virus protection and security procedures.
- Note risks to ICT systems and suggest precautions; follow extended maintenance procedures.
- Ensure that staff laptops are encrypted and advise staff that USB keys are not a secure place to store important or confidential data and to store data on the Cloud.

F. Service Request Management

- Make sure all requests for ICT Support; new projects/purchases or major changes are recorded on the helpdesks system.
- Investigate requests for support; record diagnostic information, retrieve details of similar requests and either resolve or escalate to the appropriate level.
- Respond to support requests according to academy procedures, recording detailed diagnostic information and using appropriate knowledgebase/logs to inform diagnosis and resolution.
- Determine whether an immediate solution is both required and possible; ensure steps are taken to find a permanent solution if not immediately possible.
- Ensure that service requests are responded or fixed or escalated according to the targets outlined in the Service Level Agreement.

G. Internal Support Arrangements & External Contracts

- Liaise with the Trust central team to facilitate in the resolution of service requests.

H. Safeguarding children and young people

The Great Schools Trust is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

ICT Technician Person Specification



The Great Schools Values code

We firmly believe that, as a Trust, we can accomplish our mission by working with each academy in helping them develop the character traits of their pupils through the constant and consistent application of our 'seven pillars of character' which are bound within the ASPIRE Code. Each value is both 'taught' and 'caught'. ASPIRE is an acronym of the values of aspirations and achievement, self-awareness, professionalism, integrity, respect and endeavour. It's embedded in school life, even in the language we use.

	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • ITIL • MCP
Experience, Skills & Knowledge	<ul style="list-style-type: none"> • An IT technical background. • Evidence of being a good communicator • Enthusiastic approach to Customer Service • Good technical skills • Strong Audio-Visual skills • Strongly task-driven/multi-tasking • Pro-active learner • Good oral and written communication skills. • Self-motivated. • Sound problem analysis and problem-solving skills. 	<ul style="list-style-type: none"> • Experience of IT service within an Educational environment. • Experience of working with Tablets devices, ideally iPads.. • Ability to identify and set key priorities.
Personal Qualities	<ul style="list-style-type: none"> • Team player prepared to work to achieve results. • Enthusiastic approach to customer service. • Willing to work evenings if necessary and travel frequently . • Commitment to safeguarding and promoting the welfare of children 	

	<p>and young people</p> <ul style="list-style-type: none">• Willingness to undergo appropriate checks, including enhanced CRB checks• Motivation to work with children and young people• Ability to form and maintain appropriate relationships and personal boundaries with children and young people• Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline	
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