

## THE MARCHES ACADEMY TRUST

<b>POST TITLE:</b>	IT Technician
<b>GRADE:</b>	Grade 6, Scale point 7
<b>HOURS OF WORK:</b>	Full-time, 8am – 4pm (Monday – Thursday), 8am – 3.30 (Friday)
<b>POST STATUS:</b>	Permanent

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### INTRODUCTION

#### **Vision and Values** - Our Vision – ‘Achievement Through Caring’

We believe: Successful creative lifelong learners participate in a journey of self-discovery. They know how to learn, acquire skills and feel safe to take risks with confidence and courage.

#### **We offer:**

- ❑ A supportive environment with an experienced team where you will be invested in and valued
- ❑ A varied and exciting role – building relationships with a range of colleagues across the Multi-Academy Trust
- ❑ A varied day with different experiences and challenges
- ❑ A Talent Pathway that offers you continued professional development and learning for you as an individual

#### **RESPONSIBLE TO**

IT Operations Manager

#### **OUTLINE OF THE ROLE**

To support the Trust IT systems and Network Management company in the maintenance and security of the whole Trust network, to include research, diagnosis and repair of new and existing hardware and software technologies across the Trust for both teaching and administrative purposes. To manage the workload and priorities of IT technicians, ensuring the schools within the Trust always have sufficient and appropriate technical support.

#### **KEY RELATIONSHIPS**

The post holder will be responsible to the Trust IT manager, and required to work closely with Network Management consultants, Headteachers, pupils, staff and others.

#### **MAIN DUTIES**

- To provide support in ensuring the safety, security and integrity of all ICT systems in use across the Trust
- To assist with research of technical products and developments.
- To prioritise the workload effectively and assist IT technicians across the Trust

- To provide software and hardware support for the Trust's systems, installing, trialling and evaluating new products.

## **Responsibilities to include:**

### **Supporting the Trust in ensuring the safety, security and integrity of all ICT systems in use across the Trust, to include;**

- All servers, switching, routing, cabling, printing and endpoint systems, both static and portable and their associated software. Carry out maintenance on the active and open directories and associated policies within their respective operating systems as required;
- Ensuring that the network is fully functioning at all times and backup routines, anti-virus protection and procedures are regularly adhered to;
- Liaise with contractors and outside agencies as and when required by the Head of IT
- To ensure all software in use is correctly registered, recorded and installed on the network and standalone pc's;
- To carry out safety checks and day to day routine maintenance;
- Maintain service desk for Trust schools and that SLA's are being met.
- Support the maintenance of inventories of ICT hardware and software;
- To provide training in various aspects of hardware and software operations;

### **To ensure effective working relationships internally and externally:**

- The post holder will be accountable to the Governing Body and responsible to the Trust IT Manager;
- To manage their time effectively and that other IT technicians are working to their fullest potential
- Ensure health and safety procedures are adhered to.
- Making sure any contractors onsite either from a 3<sup>rd</sup> party or the network management partner are monitored and are working in line with Trust policies, RAMS and working in a safe environment/manner.

### **Under the direction of the Network Management partner provide extensive software and hardware support for the Trust's systems, installing, trialling and evaluating new products:**

To create standalone or networkable solutions for all software that is needed in the Trust and its networks;

- To test software installation and compatibility with various user groups;
- Liaise with software companies as needed to ensure successful installation;
- To provide software and application help and support as required;
- To carry out diagnosis and repair of software and hardware faults as required.
- Support the network management partners, helping to keep the integrity of the school's networks running.
- Liaising and working with the NMP making sure the school is making the right advancements and continually moving forward
- To keep up to date with current and emerging technologies to provide solutions which enhance and support curriculum delivery;
- To use specialist knowledge and expertise to support special projects as required.

## Other

- Ensure personal training needs are identified and appropriate courses are attended as needed;
- Assist in the audio visual requirements of the Trust;
- To provide support and guidance for the Trusts leadership team where expertise is applicable;
- Develop graphical solutions to support special projects as required;
- Provide support for partner organisations as required;
- Assist with MIS provisioning and undertaking tasks supporting this.
- Assist resources and admin with badge printing and associated tasks;
- Management and continued improvement of the CCTV system at the Trust schools (making recommendations and training staff).
- Working with the IT manager on projects, overseeing requirements for new room builds, room/equipment moves.
- Movement between Trust sites and supporting other technicians, holiday cover, projects requiring intervention where more staff are needed.
- Supporting and Running extra curricula sessions sharing best practice and skill sets
- To undertake any other reasonable duty which might from time to time be requested by the line manager, the Head teacher or any person delegated by them.

## DEVELOPING SELF AND LEADING OTHERS

**In addition to the above all Marches Academy Trust staff are required to;-**

- Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- Adhere to policies and procedures, including Equality and Diversity and Health and Safety
- Ensure positive effective working relationships with the School teams, stakeholders and partners.

## SAFEGUARDING

Everyone within our Academy Trust shares the objective to help keep children and young people safe by contributing to:

- ❑ Providing a safe environment for children and young people to learn in an education setting and identifying those who are suffering or likely to suffer significant harm, taking appropriate action with the aim of ensuring they are kept safe both at home and within the education setting

The duties may be varied to meet the changing demands of the school at the reasonable discretion of the Head Teacher. This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out above.

This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

*“This post is exempt from the Rehabilitation of Offenders Act 1974 and as such all applicants who are appointed to this post will be subject to an Enhanced Disclosure from the Criminal Records Bureau before the appointment is confirmed. This check will include details of cautions, reprimands or warnings, as well as convictions and non-conviction information. Once provisionally appointed, the successful applicant may also be required to apply for an Enhanced Disclosure at predetermined intervals during the course of their employment whilst in this post.”*

**Note:** All Schools within the Marches Academy Trust are designated no smoking workplaces. There is an expectation that staff maintain a professional dress code and that ID badges will be worn and will be on show.