

JOB DESCRIPTION

IT TECHNICIAN

Job Title: IT Technician

Job Purpose: To provide technical services to support the use of computers and sound equipment as required by the Trust

Responsible to: Senior IT Technician

Other functional Relationships IT Manager, teaching and support staff on all school sites

Specific Tasks:

- to assist in the operation of the electronic help desk including manning the telephone when required
- to carry out testing and fault diagnosis of equipment, including first line maintenance as and when necessary
- to ensure that computers, network facilities and associated peripherals are prepared, checked and operational for classes.
- to transport, re-arrange and reconfigure equipment and load software as required
- to become familiar with and assist as necessary in implementing relevant school procedures e.g. security marking of equipment, data security and recovery, procedures for work logging, scheduling and reporting, purchasing etc.
- to ensure that school codes of practice (including health and safety) are adhered to
- to ensure that whiteboards and classroom computers are regularly checked, cleaned (including filters) and ready for use
- to participate in training and development as required
- to assist in Network Administration including creating new users and creating and updating new images
- to support the use of AV equipment including in assemblies, lessons and after school activities as required
- Report to Supervisor incidences of staff/students contravening the Acceptable Use Policy
- to fulfil any other tasks/functions that may be required by the school

OTHER GENERIC REQUIREMENTS

- to adhere to Graveney Trust IT security and GDPR policies including ensuring devices being used are not left unlocked if unattended and passwords are kept secure. Any breaches will be regarded as a serious misconduct under the disciplinary code.
- to be fully aware of the principles of safeguarding and child protection as they apply to as they apply in relation to the role, including a good understanding of statutory requirements and school policy and practice.
- to ensure that the postholder's line manager is made aware and kept fully informed of any concerns which the postholder may have in relation to safeguarding and/or child protection.

PERSON SPECIFICATION IT TECHNICIAN

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> Level 2 and 3 qualifications including Maths and English GCSE or equivalent 	<ul style="list-style-type: none"> Relevant Higher Education Further accredited study IT related courses
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> Good literacy and numeracy skills Working knowledge of IT to support learning Good communication skills, verbal and written Familiarity with Windows PC and MAC environment 	<ul style="list-style-type: none"> Experience of working with young people Experience of managing resources Experience of IT hardware
PERSONAL QUALITIES AND CHARACTERISTICS	<ul style="list-style-type: none"> Energy, enthusiasm and physical fitness and agility Able to work in confined spaces mobility in order to enable prompt responses to various locations on campus Ability to work under pressure, meet deadlines, and establish positive relationships with colleagues, students, parents and outside agencies Commitment to the promotion of equal opportunity Ability to adapt to new technologies and changing environments quickly and effectively Ability to work independently, take initiative, and manage own workload with minimal supervision 	
SPECIFIC TO THE POST	<ul style="list-style-type: none"> Ability to work in a team, prioritise and organise own workload in order to meet the diverse and immediate needs of the working day Ability to use own initiative and work independently Ability to support colleagues and students in using the full range of ICT and sound equipment Ability to use Microsoft Office software and email software Ability to manage own work area, ICT workstation, tools and equipment 	