Job Title	IT Technician Grade 6
Responsible to	Line Manager - Trust Network Manager SLT Line Manager – BC

Hours of Work: 37 hours per week, Monday to Thursday 08:15 – 16:15,
Friday 08:15 – 15:45. Term Time Only

Safeguarding	To report all information and concerns to the Designated Senior Leader. This should be completed promptly, factually, and in line with the school's confidentiality requirements.
Health and Safety	To comply with the school's Health and Safety Policy and report all information and concerns to the designated representative. This should be completed promptly.

Person specification

Post title: IT Technician		Grade: 6

Requirements (based on the job description)	Essential (E) or desirable (D)	To be identified by: application form (AF), interview (I), test (T), or Certificates(C)
Qualifications Level 3 or equivalent (GCSE Grade 4 or above or pre 2018 GCSE grade C or above) in Maths and English and at least three further subjects	E	AF/C
Level 4 or equivalent in IT, Computing or subject related matter	D	AF/I/C

Main Duties

To manage, monitor and maintain all IT systems, and provide end user support

- Work with the IT Team to ensure the delivery of high quality ICT services across all schools in the trust.
- Perform regular monitoring and maintenance of all IT services.
- Be innovative in driving forward the trusts prime objectives through the use of IT services and solutions.
- Project manage system upgrades and new developments when required, including the introduction of new hardware and software to the schools.
- Undertaking specialised services support activities.
- Providing services and situation specific advice and guidance.
- Deputise for the Trust Network Manager in certain aspects of the role when required.

Day to day management of IT Services

- Management of support tickets logged on the schools Helpdesk system.
- Ensure dedicated ICT areas are ready for use each day, and that they are in good working order at the end of each day.
- Resolve problems associated with operating systems, networks, software, hardware, printers etc. around school.
- Set up basic audio/visual equipment for use by teaching staff.
- Support staff and students in the use of all IT Services.
- Ensure all network services are up and running.
- Follow established procedures for setting up pupil/staff user accounts.
- Regular visits and remote support to all schools within the Trust.

Regular monitoring and maintenance of IT Services

- Plan and manage an appropriate maintenance procedure for ICT equipment.
- Manage and maintain the IT inventory.
- Ensure that the supply of consumable items such as printer cartridges and toners are maintained and reordered as required.

Innovation and Improvement

- Undertake research and development of new technologies.
- Implement reviews of age and condition of hardware and upgrading/improving when necessary.

Personal Requirements

- Work closely and effectively with the IT Support Team.
- Work closely and effectively with the Trust Network Manager.
- Use own initiative to identify work and problems.
- Maintain a professional attitude and image at all times.
- Communicate effectively.
- Be aware of, and follow, all school policies and procedures, in particular policies relating to the use of ICT equipment.
- Excellent timekeeping.
- Excellent interpersonal skills.

Associated Duties

- Undertake any reasonable duty deemed necessary by the Trust Network Manager.
- Be flexible with working hours to suit the needs of the school, for example on Open Evenings and Progress Evenings.

Essential Skills

- Windows 10/11.
- Windows Server 2019/2022.
- Active Directory.
- Group Policy.
- Network infrastructure.
- Microsoft Office.
- Ability to install peripherals and software in a networked environment.
- Troubleshoot Interactive Whiteboards/Projectors.

Desirable Skills

- Google Apps For Education
- SIMS.NET
- Apple iPads and iOS / management software
- Photo and Video editing

CREATED BY	Trust Network Manager	June 24
SIGNED BY (EMPLOYEE)		