

Job Title: IT Technician	Date: Nov 2023
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JOB PURPOSE AND PRINCIPAL ACCOUNTABILITIES

To provide high quality and efficient IT support to staff and students across the Newbury Academy Trust schools and assist in the development, support, maintenance and security of all ICT systems.

DESIGNATION OF POST AND POSITION WITHIN THE ORGANISATION

Hours: 37 hours per week, full-time
Grade: F Point 11-19

Responsible to: IT Network Manager

MAIN DUTIES AND RESPONSIBILITIES

- Responding to requests to help with IT, providing 1st / 2nd line support and advice to users.
- To provide technical support on all hardware and software problems, investigating and rectifying where possible and escalating issues to the Network Manager as required.
- To provide technical support for all AV equipment, including projectors and interactive screens.
- To assist with the development of the Virtual Learning Environment (VLE) and the administration and development of the school website.
- Performing general maintenance and repairs on hardware.
- Performing installations and upgrades of software.
- To install PCs, printers etc. and image build systems and related software.
- To install and maintain servers running Windows Server 2019 / 2022.
- To install and maintain network cabling and manage HP Aruba Network.
- To create and maintain user accounts on the network, VLE and email system, ensuring correct permissions are in place.
- To support and train new and current users in using software and equipment.
- Providing support for temporary installation of IT/AV equipment and ensuring its availability and functionality, i.e. assisting with setting up for assemblies and school events.
- To maintain the inventory of IT equipment.
- To help maintain appropriate stock levels of consumables and accessories.
- Liaison with external contractors as required.
- Ensuring the integrity and confidentiality of all data by pro-actively offering advice on cyber security and general pc use.
- To promote equality as an integral part of the role and to treat everyone with fairness and dignity.
- To recognise health and safety is a responsibility of every employee, to take reasonable care of self and others and to comply with the Schools Health and Safety policy and any school-specific procedures / rules that apply to this role.
- To promote the welfare of children and to support the school in safeguarding children through relevant policies and procedures.
- To undertake any reasonable duties as requested by the Network Manager or Headteacher.

SCOPE OF JOB (Budgetary/Resource control, Impact)

KEY CRITERIA	ESSENTIAL	DESIRABLE
Qualifications And Training	<ul style="list-style-type: none"> • At least GCSE grade C (or equivalent) in English and Mathematics. 	<ul style="list-style-type: none"> • Relevant IT qualification

Competence Summary (Knowledge, abilities, skills, experience)	<ul style="list-style-type: none"> • Knowledge of and competence in the use of Microsoft operating systems, in particular Windows 10/11. • Knowledge of Windows server 2019 / 2022 • Knowledge and experience of Microsoft O365 • Interest in developing IT skills. • Effective written and oral communication skills. • General administration skills. • Ability to prioritise tasks, to work quickly and accurately, and to organise own work. • Ability to exercise tact and diplomacy. • Ability to remain calm under pressure and to handle difficult situations. • Commitment to working effectively within a team environment. • Ability to use initiative and judgement. • Ability to deal with sensitive information in a confidential manner. 	<ul style="list-style-type: none"> • Experience of working with Apple workstations, tablets and servers. • Experience administering Microsoft Active Directory Domain Services. • Experience of working with Microsoft Office 365 and Hyper-V • Experience of working with Group Policy / MS Endpoint Manager to control and configure user and computer settings. • Experience of working with a VLE. • Experience of maintaining a website. • Experience of Sophos Intercept-X / Smoothwall firewall • Experience of Papercut print management
Work-related Personal Requirements	<ul style="list-style-type: none"> • Relevant experience of working in an office or customer service environment. • Proven experience in dealing successfully with complex information and procedures. • Ability to demonstrate a motivated, proactive and helpful approach to work. • Experience of working in an IT Support environment. • Experience of working with networked computing systems. • Working flexibly with people of all IT competencies. 	<ul style="list-style-type: none"> • Experience of working in an educational or related environment. • Proven experience in providing high quality customer service.
Other Work Requirements	<ul style="list-style-type: none"> • Use of transport to travel between school sites • Fluent in written and spoken English to an appropriate level for the role. • Right to work in the UK. 	

Safeguarding:

This School is committed to safeguarding children and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. The post holder is responsible for ensuring they adhere to the School's Child Protection Policy and that any concerns are raised in accordance with this policy. All successful candidates will be subject to Disclosure and Barring Service checks along with other relevant employment checks