Job description

Job title: IT Technician – Level 2	Status: Permanent
Team: Central Services (COO)	Reports to: Head of IT Service
	Direct reports: None
Department: Information Technology	Departmental budget holder: Yes

Position context:

Our purpose: To inspire our family of schools to provide opportunities for our pupils, staff and leaders to be the best they can be; to create a passion for lifelong learning; to enable our pupils to become confident and impactful world citizens.

Position purpose: The Level 2 IT Technician provides second line helpdesk support to pupils, staff and IT Technicians for IT systems, equipment and applications on a day-to-day basis and is responsible for strategic IT maintenance, health and safety and security. These responsibilities cover curriculum IT, school management and administration IT.

Position accountabilities:

Accountability	Key activities
Strategy	• Is aware of and understands the ELAT Vison, Mission and Values • Support the Head of IT Operations and Support in the development and delivery of IT Strategic planning.
Planning	• Work with Central IT Support colleagues to ensure effective distribution of activity. • Looks for opportunities to 'cross train' improving wider team skills and competence. • Maintain asset register of all IT supported hardware • Report and act on all IT security breaches • Identify preventative maintenance requirements
Delivery	• Ensure all escalated support requests are resolved "effectively" within agreed SLAs • Provide 2nd line support for all support hardware, software and applications • To carry out an agreed programme of scheduled routine maintenance to equipment, systems and procedures • To be responsible for co-ordinated changes to network settings via Group Policy • To be responsible for deployment and configuration of Software • Writing/updating customer and system documentation • To develop and deliver user training in conjunction with Head of IT • To monitor and challenge inconsistent use of network or assets

Accountability	Key activities
People Management / Organisational Development	• To fully take part in the Trust's performance management system • To ensure annual CPD is undertaken • Support and 'cross train' IT Apprentices • Desire to learn evident always
Information Management and Reporting	• Use the Helpdesk/SharePoint to enter, record and retrieve technical data • Support the Head of IT Operations and Support in producing reports on IT operations and projects, including monthly network and call log status
Data Protection	• All staff have a responsibility under the 2018 (GDPR) Data Protection Act to ensure that their activities comply with the Data Protection Principles. Staff should not disclose personal data outside the Trust's procedures, or use personal data held on others for their own purposes.
Health and Safety	• Hold responsibility to avoid action that could threaten the health or safety of themselves, other employees, customers or members of the public. • Trained to assess DSE workstations
Good Citizenship	• Holds personal accountability in ensuring continual focus on enhancing the staff and pupil experience through actions, words and behaviour. Our pupils are the most important members of our institution and must be treated as such

Key Stakeholders:

Internal:

- Staff
- Students
- Leadership
- Trust

External:

- Parent/Carers
- Trust Board
- External IT Support Services

Knowledge, skill and experience requirements

Essential:

Knowledge of Microsoft environment, Office 365, Active Directory and Windows O/S

Knowledge of Software Deployment and Group Policy

Ability to organise one's own work, to prioritise tasks and keep to deadlines

Ability to work independently and support the work of the team

Ability to be flexible and respond effectively to the 'unexpected'

Ability to communicate and interact effectively with adults and children and young people by telephone, in face and in writing.

Awareness of sensitive information and the need for confidentiality

The ability to use confidently most IT hardware and operating systems

An understanding of specific IT related health, safety and security issues in schools

Know how to carry out basic health and safety checks, tests and routine maintenance

Know how to carry out and implement the practical tasks associated with security of IT

An awareness of the application of IT to the school and national curriculum

Certification of competence in core desktop applications

Six months experience, on a voluntary or paid basis or as an intern, in an IT support or technician function

Willingness and motivation to develop own skills and work towards the relevant NVQ Level 2

Desirable:

NVQ Level 2 or equivalent in IT

GCSE at level A – C in English and mathematics or equivalent

COMPTIA Network+

Key behaviours:

- Demonstrate and role model Trust values which are:

- *Passion*

- *Respect*

- *Inclusion*

- *Challenge*

- *Openness*