

Job Description

Job Title	ICT Technician - Romford hub
Scale	3.5 – 3.6
Contract	Permanent
Hours	36 hours a week, 52 weeks a year
Reports to	Head of IT Services
Liaison with	CEO, LIFE Team, Executive Headteacher, Headteachers, Heads of School, SLT, teachers, support staff and students.
Job Purpose	To provide assistance/support to the Head of IT, all staff and students within the Trust. Provide 1 st and 2 nd line support to IT department. To be responsible for the general maintenance of Networks and ICT equipment within the Trust. To assist with setting up of ICT services. maintenance
Principal Accountabilities	<ul style="list-style-type: none"> • To be responsible for the installation of, and maintenance of workstation and network hardware within schools in the Trust • To help diagnose and resolve most network infrastructure software & hardware faults • To ensure the continual running of the servers
Duties	<ul style="list-style-type: none"> • Monitor the networks for any faults that may occur • Monitor the file servers and manage available space • Ensure the networks are secure at all times • Ensure that all software and anti-virus software is up to date • Maintain and develop the school's website and intranet, working closely with the Marketing team • Support teaching staff/pupils in the technical aspects of ICT and keep detailed logs of all tasks • Communicate with users in person, via email or phone in a polite manner. • Help manage user accounts • To assist with the installation of software. • To check hardware regularly, repairing any simple faults or reporting more complicated faults to a qualified technician or audio-visual services as appropriate. • Maintain technical documents

<p>General</p>	<p>To undertake any training commensurate with the post. To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager. To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy The Local Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.</p> <p>The duties above are neither exclusive nor exhaustive and the post holder may be required by the Head teacher to carry out appropriate duties within the context of the job, skills and Grade.</p>
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This job description is current at the date shown, but, in consultation with you, may be changed by the CEO to reflect or anticipate changes in the job commensurate with the grade and job title.

Signed: _____ (Head of IT Services)

Date: __/__/__

I acknowledge that I have seen and received a copy of the job description

Signed: _____ (ICT Technician Essex Hub) Date: __/__/__

PERSON SPECIFICATION ICT TECHNICIAN

General heading	Detail	Examples
Qualifications & Experience	Specific qualifications & experience	<p>Essential</p> <p>Excellent knowledge of Windows 10</p> <p>Good knowledge of:</p> <p>MS Server 2012, 2016 and 2019</p> <p>MS Office 2016, 2019 and 365</p> <p>Google Workspace for education</p> <p>Remote Desktop</p> <p>Maintaining hardware peripherals (e.g. scanners, printers, external drives)</p> <p>Excellent problem solving and organizational skills</p> <p>Website maintenance and development (using WordPress, etc.)</p> <p>Driving license & own vehicle</p> <p>Advantage</p> <p>VM Ware vSphere 6</p> <p>Hyper-V</p> <p>Veeam Backup and/or DPM</p> <p>Wireless Systems (Cisco, Ruckus)</p> <p>Firewall Management</p> <p>Mobile Device Management (Meraki)</p> <p>Networking and patch management</p> <p>SIMS MIS management</p> <p>IP Phones Management</p> <p>Apple MacOS X & OS X Server</p> <p>Android and iOS</p> <p>Knowledge of GDPR</p> <p>Having worked in education</p> <p>CCNA, MCITP or MCSE not essential but an advantage.</p>
	Knowledge of relevant policies and procedures	Basic knowledge of First Aid and general outstanding of the school
	Literacy	Ability to read and write technical reports
	Numeracy	Good numeracy skills
	Technology	Excellent working knowledge of equipment and ICT packages relevant to specialist area
Communication	Written	Ability to write detailed reports, letters etc

	Verbal	Ability to use clear language to communicate complex information unambiguously Ability to listen effectively
	Languages	Seek support to overcome communication barriers with children and adults Knowledge of specialist terminology etc.
	Negotiating	Ability to negotiate effectively with adults and children
Working with children	Behaviour Management	Ability to demonstrate effective implementation of the school's behaviour management policy
	SEN	Good understanding and support the differences in children and adults in relation to the role
	Curriculum	Good understanding of the school curriculum in support of the role relevant to specific area
	Child Development	Good understanding of how the role contributes to child development
	Health & Well being	Understand and support the importance of physical and emotional wellbeing

Working with others	Working with partners	Ability to make a proactive contribution to the work of the team supporting children
	Relationships	Ability to establish rapport and respectful and trusting relationships with children and other adults
	Team work	Ability to work effectively with a range of adults Ability to motivate and inspire
	Information	Ability to provide timely and accurate information
Responsibilities	Organisational skills	Good organisational skills Ability to remain calm under pressure
	Line Management	N/A
	Time Management	Ability to plan and manage own time effectively
	Creativity	Demonstrate a creative approach to supporting learning
General	Equalities	Awareness of and promotion of equality
	Health & Safety	Good understanding of Health & Safety
	Child Protection	Understand and support child protection procedures
	Confidentiality/Data Protection	Understand procedures and legislation relating to confidentiality
	CPD	Demonstrate a clear commitment to develop and learn in the role