Job Description

SUCCESS FOR ALL EDUCATIONAL TRUST

Job Title:	**IT Officer**
Grade:	**Scale 3 - 5, Point 5 to 15** *Depending on experience*
Location:	**Redden Court School (Success for All Educational Trust)**
Reports to:	**Trust IT Manager (Head of IT & Data)**

Job Purpose and Context:-

This role is responsible for assisting the Head of IT & Data in the effective and efficient day-to-day functioning of the IT systems across the trust's schools, which may include VMware/Hyper V servers, Windows/Mac workstations, Google OS laptops and mobile devices, up to 2000 Chromebooks, Google for Education, and various online resources. Effective management of these resources is necessary to enable staff to deliver high-quality teaching. The role involves providing timely and effective technical support, both on-site and remotely, with a focus on complex issues and network infrastructure. The ideal candidate will have a strong understanding of hardware, software, and networking principles, particularly within a Google Workspace and Windows environment. Initiative and the ability to solve problems independently, including more complex IT issues, will be key.

While primarily based at a specific school site, the post holder will be expected to provide remote IT support, acting as an initial line of support via the Trust IT helpdesk system including ticketing, phone and in-person, to other schools within the Trust as needed. Additionally, site visits to other Trust schools or providing on-site cover may also be required when identified.

Key Responsibilities:

- **Hardware and Software Troubleshooting:** Diagnose and resolve any hardware and software issues across a wider range of devices, including interactive whiteboards and other smart technologies. This includes assisting end-users with printing issues, such as printing release jobs.
- **User Account Management:** Assist with user managing user logins, creating accounts and overseeing user quotas, drive access, email and security groups in a Google and Windows environment.
- **Network Management:** Assist in managing the Windows Server physical and virtual network and Wi-Fi systems. Assist in maintaining a reliable network, consisting of advanced switches and wireless technologies, including VLAN configurations and wireless SSIDS. Troubleshoot network connectivity issues for reliable access to online resources. Maintain, repair, and extend network infrastructure cabling as necessary. Assist in managing the school's MS Windows and Google Apps for Education domains.
- **Server Management:** Assist with the virtual and physical hardware running Windows Server and other technologies and ensure server storage is used effectively and backups are maintained.

- **Helpdesk and Logging:** Take phone calls and walk-ins from end-users and log tickets into the Trust IT helpdesk system, actioning through IT tickets or escalating when necessary.
- **Vendor Liaison:** Work with external vendors to resolve technical issues and coordinate repairs or installations, ensuring projects are completed on time and meet the standards set out during procurement phases.
- **End-User Support and Training:** Provide basic advice and best practices to support staff and students, promoting effective use of technology and resources online and in the learning environment. Support staff and students with the use of Google Workspace for Education and Microsoft Office.
- **Audio-Visual Support:** Set up, maintain, and troubleshoot audio-visual equipment.
- **Asset Management:** Maintain an accurate and up-to-date inventory of all the school's ICT assets.
- **Application Management:** Assist in managing application installation for domain clients and Google Workspace managed devices. Maintain software licenses and maintain records as required.
- **Projects:** Work with Trust IT staff and vendors on IT projects and large jobs to ensure they are completed on time and to a high standard. Undertake one-off projects as defined by the Head of IT & Data.
- **Documentation:** Update network documentation and databases, and record any changes to school infrastructure.
- **Escalation:** Act as the initial line of support for staff and students' IT issues and escalation for IT colleagues, sharing knowledge and experience with other IT staff.
- **Security:** Help maintain the Trust's high level of cyber and network security, including regular review of anti-virus software and OS updates across all IT systems.
- **Disaster Recovery:** Assist with the activation and implementation of the school's disaster and contingency plan.

Qualifications and Experience:

- Between 2 and 5 years' experience in IT support or similar function. (*Desirable*)
- Proven experience as an IT Technician or similar role, preferably within an educational setting. (*Desirable*)
- Strong understanding of hardware and software troubleshooting, particularly within a Google Workspace and Windows environment. (*Essential*)
- Evidence of willingness and motivation to develop own skills and abilities through continuing professional development.
- Relevant IT certifications, such as CompTIA A+, Network+, or Google Workspace certifications, are a plus.
- Experience with interactive whiteboards and other smart technologies is a plus.
- Understanding of GDPR, cybersecurity principles, and confidentiality requirements when handling sensitive and personal information. (*Essential*)

Skills and Abilities:

- Ability to organise one's own work, to prioritise tasks and keep to deadlines.
- Ability to be flexible and respond effectively to the 'unexpected'.
- Ability to communicate and interact effectively with adults, children and young people.
- Ability to write effectively for a variety of different audiences across different platforms.
- The ability to identify training needs in a rapidly changing environment.

- The ability to assess disaster recovery policy and procedures and maintain continuity of a quality service.

Knowledge:

- An understanding of IT-specific health, safety and security issues in schools.
- An understanding of the application of IT to teaching and learning.
- Know-how to monitor the statutory IT-related responsibilities in an educational environment.

Other Professional Responsibilities:

- To work in accordance with the values of the Trust, particularly with regard to promoting positive attitudes towards tolerance and respect for other people.
- To work in accordance with Trust and school policies and procedures as identified in the staff handbook and policy folders.
- To undertake any appropriate training, including recognised professional qualifications, considered necessary to fulfil the role.
- To demonstrate a flexible approach in the delivery of work, and consequently, may be required to perform work not specifically identified in the job description, but which is in line with the general level of responsibility of the post

Success for all Educational Trust is committed to safeguarding and promoting the welfare of children and young people. All adults who work within the Trust and at our schools must share this commitment to young people.

Notes:

1. Success for all Educational Trust has a strong commitment to achieving equality of opportunity in its services to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their work and to undertake any appropriate training.

2. The post holder is expected to undertake any appropriate training, including recognised professional qualifications, considered necessary to fulfil the role.

3. The post holder is expected to demonstrate a flexible approach in the delivery of work. Consequently, the post holder may be required to perform work not specifically identified in the job description, but which is in line with the general level of responsibility of the post.

4. This job description will be subject to review with the post holder after one year and may then be reviewed from time to time.

Signed …… Date …….

Print name ……

IT Officer
Benchmark Person Specification

Skills and Abilities	Essential	Desirable	Accessed by
Ability to organise one's work, to prioritise tasks and keep to deadlines	√		Application & interview
Ability to manage the work and outcomes of other people		√	Application & interview
Ability to be flexible and respond effectively to the 'unexpected'	√		Application & interview
Ability to communicate and interact effectively with adults, children and young people	√		Application & interview
Ability to write effectively for a variety of different audiences	√		Application and interview
The ability to maintain asset registers across the schools	√		Application and interview
The ability to assess training needs in a rapidly changing environment	√		Application and interview
The ability to assess disaster recovery policy and procedures, and maintain continuity of a quality service	√		Application and interview
Knowledge			
An understanding of IT-specific health, safety and security issues in schools		√	Interview
Know-how to monitor the statutory IT-related responsibilities in an educational environment		√	Application and interview
An understanding of the application of IT to teaching and learning		√	Application and interview
An understanding of procurement in		√	Application and

schools			interview
Qualifications and Experience			
Certification to support expert user status in IT networking and hardware/software		√	Application
Between 2 and 5 years of experience in an IT support function		√	Application
Evidence of willingness and motivation to develop own skills and abilities through continuing professional development	√		Application & interview
Hold a valid full UK driving licence and have access to your own vehicle		√	Application & interview
Experience in the provision of online resources		√	Application & interview
Experience in Google Workspace domain management	√		Application & interview
Experience in Windows domain management	√		Application & interview
Understanding of GDPR, cybersecurity and confidentiality principles and requirements	√		Application & interview