ICT Support Technician
Grade 6

Job Description

Purpose of the post

The primary role will be to provide ICT support to staff, students and other agencies across the Partnership.
- To support a broad range of technologies, the implementation of a number of ICT strategies and to promote and support Teaching and Learning
- To share knowledge and provide ICT support as and when required

Key Areas
- To support the delivery of ICT to achieve a safe and efficient ICT environment for staff and pupils
- To research and explore emerging technologies as appropriate and feedback to the school leadership team
- To develop training guides and supporting documentation for employees and for use by the ICT Team
- To have overall ownership of the Partnership's ICT Support Helpdesk Ticketing system and acting as the main point of contact for ICT Support issues/requests
- To provide ICT support to other WAT sites as required

Responsibilities
- Assist with training and supporting staff, as and when required, on the use of new ICT developments
- Assist with the maintenance and replacement of all ICT infrastructure across school as required
- Assist with the management and maintenance of stock and records of ICT consumables across the estate including an inventory of ICT equipment across the Partnership estate.
- Assist with the management of the school's ICT Support Helpdesk Ticketing system
- Provide staff and students with specialised support for the use of specialist technologies
- Provide staff and pupils with support in the use of computers and software for teaching, learning and administration
- Support teachers and support staff in the use of ICT to enhance student learning
- Research and investigate new ICT equipment and software and feedback to the School ICT Team
- Create documentation/support guides for Partnership staff
- Escalate technical issues that are outside of your control/skillset to the Trust's ICT provider
- Establish and maintain working relationship with ICT Support Technicians at other WAT sites to enable knowledge sharing and wider support
- Provide remote support to staff either via electronic means or physically traveling to remote sites
- Liaise with third party providers of 3rd party services and raise support calls where applicable

Standard Duties in all Trust Job Description
- Show a commitment to diversity, equal opportunities and anti-discriminatory practices
- Show a commitment to ensuring that children and young people learn in a safe environment
- Participate in relevant and appropriate training and development as required

Responsible to: Executive Operations & Partnership Manager

Employee Supervision: None

Information	Essential / Desirable	How Identified
Education and Training		
Level 2 qualification in English and Maths or equivalent	E	A/I
NVQ/HND in computing/ICT discipline	D	A/I
Experience		
Significant experience in providing ICT support services including but not limited to: ● Windows, Apple/iOS & other similar devices ● Printers and print management solutions ● Projectors, IWBs and other interactive teaching technologies ● Internet and network connectivity ● Microsoft Office Application Suite + Office 365 ● Arbor or equivalent management information systems ● Microsoft Windows XP/Vista/7 & 8. Moving to Windows 10 ● G-Suite	E	A/I
Experience in supporting more than two of the following technologies: ● LAN, WLAN, WAN. (Escalating to 3rd party where required) ● Software distribution using automated tools ● School based software/applications ● Microsoft Server 2008 – 2012, Linux ● Active Directory, DNS, DHCP	D	A/I
Experience of working with ICT within a fast-paced public sector environment.	E	A/I
Experience of supporting a local networking infrastructure.	E	A/I
General and Specialist Knowledge		
Knowledge / support of iOS/Android Mobile Device Management Software.	E	A/I
Up to date knowledge of ICT Hardware, Software, Applications and Systems.	E	A/I
Skills and Abilities		
Ability to build and maintain good working relationships.	E	A/I
Well-developed communication skills.	E	A/I
Ability to follow clear procedures and processes.	E	A/I
Show evidence of decision making skills.	E	A/I
Willingness to undertake training and professional development during working hours and show willingness to research / up skill in personal time.	E	A/I

Demonstrate and understanding of Health & safety requirements when working with ICT and electrical devices.	E	A/I
Demonstrate a problem solving and logical approach to work.	E	A/I
Demonstrate understanding of security and best practices around handling of secure/confidential data.	E	A/I
Planning and organisation skills.	E	A/I
Work with 3rd party providers to support or assist with hardware/software implementations.	E	A/I
Additional Requirements		
Operate with the highest standards of personal/professional conduct and integrity.	E	I
Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the Trust.	E	I
Occasional work outside of normal working hours may be required where extended support or systems maintenance is required.	E	I
Willing to undertake training and continuous professional development in connection with the post.	E	I
Work in accordance with the Trust's values and behaviours.	E	I
Able to undertake any travel in connection with the post.	E	I
UK driving licence and own transport.	D	I
Able to demonstrate sound understanding of equality/diversity in the workplace and services provided especially in the access to delivery of the education of pupils and of own non-discriminatory practice and attitude.	E	I
Satisfactory DBS disclosure to work in an environment dealing with children and young adults.	E	I
Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults.	E	I
A commitment to safeguarding and promoting welfare for all.	E	I

Behaviours and expectations:
All staff members are expected to adhere to and promote professional standards including the Trust and Academy's code of conduct and values.
General:

The post holder will be expected to undertake any other duties, commensurate within the grade, at the discretion of the Senior Leadership Team and develop and promote high standards of professional conduct throughout the Partnership and the wider Trust community.

You will be expected to carry out your duties in line with the Academy's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, statement of particulars, induction, ongoing performance management and development through school communications.

You will be required to work at any premises which the Trust currently has or subsequently acquires or at which it may, from time to time, provide services.

You will be expected to travel throughout the borough and wider area and will, therefore, have access to a vehicle with appropriate Business Insurance. There may be a requirement to transport pupils from time to time, subject to appropriate risk assessments being in place.

You will be expected to attend and participate in a wide variety of meetings as well as training and development activities to support Trust, Academy and your own professional development.

All staff, regardless of their position, are expected to undertake TeamTeach training and work within "good practice" guidelines using a range of positive handling strategies, gradual and graded, involved in holding, guiding and escorting safely, from least intrusive to more restrictive holds.

As part of your wider duties and responsibilities you will be required to promote and actively support the school's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone who may be vulnerable.

The post holder must be willing to undertake an enhanced Disclosure and Barring Service check. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.

18 February 2020