JOB DESCRIPTION
ICT Technician

Job Title: ICT Technician – Full Time

Grade: Scale 6

Hours: 37 hours per week
This role involves frequent movement across multiple sites, potentially on a daily basis.

Responsible to: Trust ICT Manager

Purpose of the Job

To work as part of the SECAT ICT Team, covering the ICT infrastructure, services and systems. You will provide support to all schools and central teams within the trust. You will be based out of Shoeburyness High School but this is subject to change.

You will be responsible for the general day to day running of classroom and office based ICT infrastructure within the trust's schools and assist with setup, configuration and maintenance of all network infrastructure.

Example Duties and Responsibilities

General Support
- Provide 1st line telephone, email and remote support
- Provide 1st line scheduled and reactive onsite support.
- Monitor and response to the issues logged on the ICT Helpdesk within the agreed SLA's providing a solution
- Monitor backups for lead sites and response to any failures
- Ensure accurate documentation and records are kept of all IT systems
- Ensure accurate records are kept and up to date of all IT hardware, software and peripherals

Hardware
- Install and maintain computer hardware and computer peripheral equipment such as printers, scanners, interactive screens interactive whiteboards and projectors to ensure that these are prepared and ready to be used
- Install and maintain IP telephony systems
- Install and maintain IP security systems
- Install network cabling as appropriate (copper and fibre).

- Liaise with external suppliers for the repair of equipment under warranty or maintenance contract

Software
- Develop and deliver software packages for unattended installation
- Deploy software ensuring to comply with licensing
- Ensure software updates are installed as appropriate
- Ensure workstations operating systems are up to date
- Ensure that anti-virus software is installed, kept up to date and working correctly on all workstations and servers

Network Management
- Create, modify and disable users accounts, user areas and the application of appropriate user permissions on all appropriate systems.
- Assist with routine end of year works

General

- 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 ensure that all administrative duties, checks, documentation, reports and return are completed accurately and submitted within required deadlines.
- To deal with correspondence promptly and as required.
- To ensure that all Trust policies and procedures are followed.
- To ensure that all duties and services provided are in accordance with the Trust's Equal Opportunities Policy and practices in respect of both employment issues and the delivery of services to the community.
- To ensure that all duties and services provided are in accordance with the Trust's Data Protection Policy and practices and reporting to the DPO any concerns or requests.
- To undertake any training commensurate to the post and attend relevant meetings as required by the Trust.

The Trust Board is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.

The duties above are neither exclusive nor exhaustive and the post holder may be required by the Chief Executive Officer to carry out appropriate duties within the context of the job, skills and grade at any site within the Trust.

Date: …………………………… Signed: …………………………………… (Post holder)

Date: …………………………… Signed.:…………………………………… (Line Manager)

Person Specification

	Essential	**Desirable**
Experience and qualifications	- Experienced in 1st line ICT support - Experience of working with a helpdesk - Demonstrable knowledge of - Vanilla Windows networks - Windows Server 2016 / 2019 - Active Directory, DHCP, DNS - Windows 10 - Office 365 - Demonstrable knowledge and best practise of current technology	- Experience of working within an educational context - Demonstrable knowledge of Virtualisation technologies primarily Microsoft Hyper-V - Experience of working with SIMS - Recognised IT Qualification
Professional 'Know how'	- Demonstrate a sound understanding of the knowledge required to carry out the duties described in the job description - To be able to give clear and non-jargon answer to users - Understanding of General Data Protection Regulation	Basic awareness of safeguarding children / child protection legislation
Personal Qualities	- Commitment to updating professional skills - Good self-management skills, including work on own initiative and be self-motivated. - Good interpersonal and communication skills - Able to work alone or as part of a team, and be able to delegate tasks appropriately to other members of the ICT support team - The ability to plan time effectively	Enjoy working in new and challenging situations