

Job Description

Job Title:	ICT Technician
Salary:	£22,120 p.a. term time only + 2 weeks (41 weeks a year)
Responsible to:	ICT Lead for the Trust
Hours:	8am – 4pm (36 hours pw)
Location:	At an agreed Trust Academy. Travel required across all sites.

Context and Purpose of the Job

- To support the provision of high quality and professional ICT support to all staff and students across a portfolio of Wandle Learning Trust (WLT) Academies.

Main responsibilities

- Providing support to all allocated Academies with the emphasis on 1st & 2nd line. Escalate 3rd line queries as and when required
- Delivering the appropriate support service, training and awareness for all WLT staff
- To perform software and hardware installations, configuration, and troubleshooting on ICT systems, using the agreed tools and processes, with a focus on end-user
- Configuration, administration and management of network systems (user accounts, ID's, passwords, menu systems, etc) to meet Academy needs.
- Manage and ensure optimal operation of printers, projectors and smartboards.
- Ensure the effectiveness of security solutions and data protection, including firewalls, anti-virus solutions, and intrusion detection systems
- Support in the testing of systems and processes.
- Ensure that start-of-year and end-of-year procedures are correctly implemented and monitored for each site.
- Actively work to continually improve the reliability, resilience, performance and functionality of ICT systems.
- Act to support and as a resource to other members of the ICT team.
- Assist with the administration of the WLT Teams/Google classroom systems.
- Maintain an up-to-date working knowledge of relevant IT issues and equipment, undertaking training etc as necessary on a continuous basis.

Compliance

- To ensure an asset register for both hardware and software is maintained and updated for all ICT assets, including the scope and distribution of software licenses
- To be fully aware of and understand the duties and responsibilities from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people .
- To ensure that line managers or senior management are made aware and kept fully informed of any concerns in relation to safeguarding and/or child protection.
- To play a full part in the life of the school community, to support its ethos and to encourage students, staff and colleagues to do the same.
- Be aware of and support difference and ensure equal opportunities for all.
- To undertake any other administrative duties and to comply with any reasonable request from a Senior Manager to undertake work of a similar level.
- To engage actively with the performance review process and take responsibility for own development.

Accountability

- Accept responsibility for ICT service problems and actively seek solutions.
- Ensure that any ICT service or equipment meets health and safety requirements.
- Ensure that the Trust adheres to the DPA2018.

Person Specification

Experience (Essential)

- At least 2 years' experience of providing technical support (1st line) in a medium to large ICT environment
- Working in an ICT support environment to defined service levels and targets
- Implementing solutions based on user or customer requirements
- Experience working on projects as part of a team.
- Experience of key IT manufacturers or providers products and technologies

Abilities, skills and knowledge (Essential)

- Good communication skills
- Ability to prioritise workload
- Willingness to learn

- Calm and cheerful approach
- Welcoming attitude
- Flexibility

Qualifications (Essential)

- Level 2 qualifications in English & Maths or equivalent

Abilities, skills and knowledge (Desirable)

- Full UK Driving licence
- Teams knowledge
- Google Classroom knowledge

Although some specific responsibilities may be fixed as part of an individual's job description, there will be a regular audit of tasks and responsibilities within this job description to ensure they meet the needs of the business in the future. Some tasks or aspects of responsibility may change over time in response to internal and external changes or to maximise opportunity for professional development and the need to ensure a collaborative approach to all aspects of work. Any significant changes to this job description will be discussed with the individual.