

## **Job Description**

**Job Title:** IT Technician

**Location:** Central Essex, Witham (with travel to other sites in Essex)

**Hours of work:** 38 hours per week

**Reports to:** Central Essex Team Leader

## **Purpose of the Role:**

The IT Technician will be responsible for the day-to-day technical IT Support for the collection of academies in Central Essex. You will work alongside IT Technicians and IT Engineers and where necessary third party partners/parties to support the delivery of IT to staff and students.

## **Responsibilities:**

Responsibilities include, but are not limited to:

- Progress and resolving of technical faults and changes put through to the IT support team within a timely manner and within the agreed service level agreements set out.
- Provide basic support for local school server environments including regular maintenance work under the guidance and direction of the IT Team Leader.
- Responsible for deploying device imaging and performing software packing, test packages and advertise to the relevant academy members on completion.
- Progressing and escalating issues raised that cannot be progressed or are about to breach service level agreements to the IT Team Leader for your hub.
- Diagnose and resolve faults with Windows, Apple and Chrome devices
- Lead on the maintenance, installation and repair of Audio Visual systems
- Support and Contribute to problem management.
- Keep accurate and timely records in the service management system making sure that customers receive feedback at all times on the progress of faults and changes.
- Assist in the support and monitoring of IT Systems.
- Maintain the accuracy of asset management software, cataloging new, updated and retired devices.
- Use appropriate processes and face to face communications with our users to ensure timely and accurate information is relayed effectively.
- Provide excellent customer service and be fully responsive to the needs of the academies
- Liaise with the service desk and school staff to help gather further information in relation to specific issues.
- Make visits to other schools within the trust where necessary in order to progress solutions or analyse issues raised. Make use of remote tools where possible to reduce travel time.
- Work alongside third party partners/providers either as part of the change implementation or as part of fault analysis and resolution.
- Assist with the support of systems such as other departments hardware and software including issues relating to Visitor Management Systems, Lockdown Systems and Telephony and CCTV.

- Follow approved procedures with regards to change control and change management.
- Identifying best practices and where appropriate, submitting articles to the IT knowledge base.
- Keep accurate and timely records within the IT Service Management system making sure that requesters receive feedback on the progress of incidents, service requests and changes.
- Undertake a maintenance schedule on specified assets keeping accurate records of work undertaken.
- Prioritisation of own workload.
- Coach and mentor fellow team members to spread skills and knowledge in all aspects of the technical solution supported by Academies Enterprise Trust.

### **Employee value proposition:**

### **Our values:**

The post holder will be expected to operate in line with our values which are:

- Be unusually brave
- Discover what's possible
- Push the limits
- Be big hearted

### **Other clauses:**

1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.
2. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.
3. The job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post.
4. This job description may be varied to meet the changing demands of the academy at the reasonable discretion of the Principal/Group/Chief Executive
5. There may be occasions when it will be necessary to cover other Administrative roles within the academy or to work with the administrative team when there are peaks and pressing issues.
6. This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.
7. Postholder may deal with sensitive material and should maintain confidentiality in all academy related matters.

### **Safeguarding**

We are committed to safeguarding and protecting the welfare of children and expect all staff and volunteers to share this commitment. A Disclosure and Barring Service Certificate will be required for all posts. This post will be subject to enhanced checks as part of our Prevent Duty.



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## **Equality, Equity, Diversity and Inclusion**

At AET, we want all of our employees to feel included bringing their passion, creativity and individuality to work. We value all cultures, backgrounds and experiences, and we truly believe that diversity drives innovation. Join our family and help us inspire every child to choose a remarkable life.



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big-hearted**



## Person Specification

Job Title: IT Technician

General heading	Detail	Essential requirements:	Desirable requirements:
<b>Qualifications</b>	Qualifications required for the role	Relevant industry training and certifications such as: <ul style="list-style-type: none"><li>• Comptia Security+</li><li>• Comptia Network+</li><li>• Windows 10 Fundamental</li><li>• Cisco Certified Network Associate (CCNA) certification</li><li>• ITIL Foundation</li><li>• Educated to at least A level or equivalent</li></ul>	<ul style="list-style-type: none"><li>• Comptia Security+</li><li>• Comptia Network+</li><li>• Windows 10 Fundamental</li><li>• ITIL Foundation</li></ul>
<b>Knowledge/Experience</b>	Specific knowledge/ experience required for the role	<ul style="list-style-type: none"><li>• Extensive experience of supporting and deploying Windows Applications and Operating Systems</li><li>• Experience of hardware and diagnostic tools.</li><li>• Experience of hardware resolving issues with a wide range of hardware and software</li><li>• Experience of supporting Audio Visual systems</li></ul>	<ul style="list-style-type: none"><li>• Experience of supporting teaching</li><li>• Experience of working in school or an education establishment</li></ul>



<b>Skills</b>	Specific skills required for the role	<ul style="list-style-type: none"><li>• Ability to communicate confidently and effectively with teachers, students and other stakeholders</li><li>• The ability to work in a reactive environment whilst under pressure and maintain professional and organised structure</li><li>• Excellent administration and organisation skills</li></ul>	
<b>Personal Characteristics</b>	Values	Ability to demonstrate, understand and apply our values: <ul style="list-style-type: none"><li>• Be unusually brave</li><li>• Discover what's possible</li><li>• Push the limits</li><li>• Be big hearted</li></ul>	
<b>Special Requirements</b>		<ul style="list-style-type: none"><li>• Successful candidate will be subject to an enhanced Disclosure and Barring Service Check</li><li>• Right to work in the UK</li><li>• Full, clean UK driving license and ability to use own car for work</li><li>• Willingness to travel to other sites within the Trust as required.</li><li>• Evidence of a commitment to promoting the welfare and safeguarding of</li></ul>	



		children and young people	
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