

# Job Description

## IT Technician

Job Profile:	Scale 4
Business Area:	ICT
Location:	Stanway, ability to travel between The Stanway School, The Thomas Lord Audley, Monkwick Infant and Monkwick Junior Schools.
Own transport:	Desirable but not essential
Hours of Work per Week:	37
Salary Range:	NJC LGS Scale 4
Enhanced DBS Check needed:	Yes

### Stanway Overview:

The Stanway School is a community in which every student matters.

Students respond to our high academic, cultural and sporting expectations. We recognise and celebrate success wherever it occurs: in the classroom; on the pitch; in the studio; or in contributions to the wider community. High expectations for behaviour, attendance and punctuality help our students make good progress and we endeavour to match our teaching to students' individual needs, interests and aptitudes. All members of the school community are expected to strive to beat their previous best and take pride in their achievements.

### High Performing, school of choice

Our outstanding staff encourage students to develop their own opinions and find their own voice through a broad and balanced, exciting curriculum. At the heart of our curriculum is a strong commitment to teaching modern British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs. Our young people develop informed opinions and are able to play a full part in their school community and are ready for their next stage of education, work or training. Everyone in our school community is valued. The Stanway School is made up of modern, newly built buildings and facilities. Situated just off the A12, it is heavily oversubscribed and is a school of choice for the local area.

Stanway School is part of the Sigma Trust and offers exciting opportunities to work within a large network of local schools in NE Essex

### Purpose of Role:

The ICT team provides a professional, customer focused service to all of its users. This role is for a pivotal member of the ICT Team providing ICT services.

### Principle Responsibilities

- Undertake activities allocated via the Incident Management System within the allocated SLA or escalated to senior staff where appropriate, updating status in the system (includes Incidents & Requests)
- To assist with the installation and maintenance of computer hardware, stand-alone machines and network
- Undertake software maintenance including allocation of approved software requests
- Undertake System monitoring
- Ensure student e-Safety where appropriate
- Undertake project work commensurate to pay band 3
- Proactively undertake maintenance schedules in agreement with Service Delivery Lead
- Support with the creation of operational documentation where required
- Liaise with service delivery partners, where appropriate
- Ensure End User solutions meet the needs of the organisation

- To manage and advise lower level resources where appropriate
- To undertake any training commensurate with the post
- Any other reasonable duty as requested by the Line Manager or Head teacher.
- To maintain an efficient and dynamic working space conducive to a professional helpdesk environment

## **General Duties**

- Undertake self-development to improve skills and attributes and identify further development needs with line manager
- Work in conjunction with the IT Team to resolve IT incidents
- Communicate across the Trust – activities and progress where appropriate using the prescribed communication procedures
- Identify and suggest enhancements to the service to inform continual improvement

## **Attributes:**

At this level we expect the following attributes:

### **Management and Leadership**

- Ability to self-organise, manage personal time and work standards as well as managing & guiding lower level resources
- Understanding the impact of IT Services & personal work to educational outcomes, financial overheads, policies and processes.
- Follow IT processes and procedures, completing accompanying information in Trust systems and documentation
- Undertake peer review of work and adherence to documentation & process
- Training of lower band resources in technical areas and IT service policies and procedures
- Supplier liaison/operational procurement decisions

### **Technical Competency (for more details see Skills below)**

- In-depth understanding of the Google Workspace Ecosystem
- Experience with Cloud technologies and migrations from on-premise systems to cloud.
- Understanding of overall IT solutions deployed throughout the Trust and technology interdependencies
- Depth of understanding and technical competency with specific technologies with an ability to cascade knowledge within the team– these will be identified and developed as part of career progression
- Diagnose and fix 2/3rd line support incidents

### **Customer Focus**

- Ability to present as a professional, personable team member and customer-facing representative
- Man help desks and work with end users to aid resolution of user incidents and requests
- Representation of the support team within the end user community, undertaking onsite support services for primary schools
- Representation of the support team at school meetings, when required
- Prioritise workloads based on end user SLAs
- Take responsibility for jobs and ensure they are completed.

### **Personal**

- Ability to be a self-starter, work in a team and deliver agreed objectives.
- Identify and undertake personal development opportunities and suggest personal development targets
- Reliable, consistent attendance
- Take ownership and accountability for some elements of the support service

## Skills:

1. Understanding of the fundamentals of IT for IT infrastructure (as required at Level 2)
2. Knowledge of Core IT technologies (client/server and network) equivalent to Microsoft MCSA (Solutions Associate). Although Microsoft levels are used as an example it may be appropriate to have an equivalent level of competency in communications technology and/or end user devices.

This should include skills to:

- Configure and support the current Windows desktop operating systems deployed in the Academy Trust
- Installing and Configuring Windows Server
- Administering Windows Server
- Configuring Advanced Windows Server Services
- Configuring Active Directory, Organisation Units and Group Policies

3. Experience of, or willingness to learn advanced functionality with the key Trust software profile such as:

- Office
- The Google Workspace Ecosystem
- Impero/Senso.cloud
- SIMS
- Help Desk Systems
- Booking Systems
- Follow-me-printing or similar systems
- Managing Chromebooks

4. Develop specialist skills as advised as part of career development including a qualification(s) relating to core business functions.
5. Ability to perform reporting and analysis of help desk functions
6. Ability to perform root cause diagnosis and develop technical solutions
7. Support with Knowledge Base Articles for problem resolution
8. Specialise in one or more key business functions as agreed with the head teacher/ICT Manager, these are likely to include but not limited to:
  - Lead on System Security including Internet and system security.
  - Google Workspace
  - Wordpress websites
  - Helpdesk management including reporting functions/helpdesk management, FMP and Classroom management.
  - Domain management including a high level of competency in AD, GPO and DNS. Manage network devices and have an overview of network performance.
  - The management and configuration of Apple devices in a Windows domain environment.

The Sigma Trust 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 may be varied to meet the changing demands of the school at the reasonable discretion of the Head teacher.

This job description does not form part of any Contract of Employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out above.

**DATE OF ISSUE:**

**Signed (postholder)**

**Signed (line manager)**

**DATE:**

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