

# Job Description



## IT Technician

<b>Reports to:</b>	Trust IT Manager
<b>Salary/Grade:</b>	Scale 4 point 6-7
<b>Hours/Weeks</b>	37 hpw, 52 weeks
<b>Job Purpose:</b>	To provide friendly, efficient and effective IT support to Colchester Academy and across the Trust

### KEY ACCOUNTABILITIES AND RESPONSIBILITIES:

- To exchange information with students, staff and other technicians.
- To work within recognised procedures but with the ability to use initiative.
- To respond independently to unexpected problems with the ability to think on their feet. Has remote access to Trust IT Team for advice and guidance.
- Responsible for the day-to-day maintenance and security of the IT equipment and information.
- Responsible for the management of the schools PA equipment and bookings, some evening work will be required to cover the bookings.

### Duties

- To assist in the creation of network users, ID badges and door access setups, ensuring that procedures are followed to maintain a consistent and user-friendly approach.
- To manage workflow in the Helpdesk, adding and updating support calls, distinguishing between incidents and problems, interpreting detailed diagnostic information and escalating issues to the Trust IT Team appropriately.
- To assist both the Trust IT Manager and Trust IT Team in major systems upgrades or changes to business systems.
- To assist in the installations and maintenance of computer equipment and networks including, but not limited to:
  - Servers, network switches, and wireless network equipment
  - PCs, laptops, mobile devices, printers and scanners
  - Projectors, interactive whiteboards and other peripheral equipment
- To undertake minor repairs of IT equipment observing statutory and local health and safety procedures.
- Where necessary recommend the repair of equipment under warranty and liaise with the company responsible for warranty repairs.
- To recommend the safe disposal and replacement of defective equipment which is unable to be repaired.
- To ensure that IT equipment complies with safety standards reporting any deficiencies to the Trust IT Manager or the Trust IT Team.
- To assist Trust IT Manager/Trust IT Team in the administration of key systems such as but not limited to:
  - Active Directory
  - Google Workspace
  - File Servers
  - Web filtering (Lightspeed)
- Ensure an understanding of Data protection and GDPR regulations to facilitate working within these guidelines.
- To update and maintain the asset register to keep an accurate inventory of the school assets.
- To arrange collection and disposal of IT assets conforming to WEEE guidelines.

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- To act as a custodian of the schools PA equipment ensuring all PA requests are dealt with and scheduled to avoid conflicts.
  - Setting up PA bookings as required in the site's available locations.
  - Key events will require cover during evenings so variable shifts or overtime is available to facilitate these.
  - Periodically review the implementation of the PA equipment and advise the Trust IT Manager on potential changes required.

## Additional responsibilities

- Liaise with safeguarding officers in accordance with school policy if and when appropriate.
- Ensure Pastoral Teams are kept informed of any underlying emotional or social factors affecting students' progress.
- Occasional works will be required at other Trust sites during key times, because of this a driving licence and transport is required.
- To ensure that ID badges are created for other Trust sites in the event that the primary staff are unavailable.

## Professional Behaviour

- To be professional, friendly and respectful towards all colleagues, and to address any concerns through proper channels.
- To be professional, friendly, fair and firm with students, demonstrating the sort of politeness and respectfulness that we wish them to emulate.
- To be friendly, helpful and welcoming to parents/carers and others visiting or making contact with the Trust.
- To provide a good role model for students and staff.
- To support and uphold the aims, values and ethos of the Trust.
- To maintain an appropriate and professional distance with students in more informal situations.
- To celebrate and praise the achievements of staff and students.
- To deal with everyone in the Trust community in a manner which conveys mutual respect.
- Not to behave towards anyone in the Trust community in a manner which is aggressive, intimidating or demeaning in any way.
- Be smartly and professionally dressed.

## Miscellaneous

- To continue personal development as agreed at performance review meetings.
- To engage actively in the performance review process.
- To play a full part in the life of the school community, to support its distinctive aim and ethos and to encourage staff and students to follow this example.
- To comply with the Trust's Health & Safety policy and undertake risk assessments as appropriate.
- To comply with safeguarding policies at all times.
- To show a record of excellent attendance and punctuality.
- The duties of this post could vary from time to time as a result of new legislation, changes in technology or policy changes. Appropriate training will be given to enable the post holder to undertake this new/varied work.

***South Suffolk Learning Trust is committed to safeguarding and promoting the welfare of children and***

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***young people and expects all staff to share this commitment.***

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your employment you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.

This job description will be reviewed and updated periodically in order to ensure that it relates to the job performed or to incorporate any proposed changes. This procedure will be conducted by the line manager in consultation with the post holder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to the job description following consultation.