

TITLE: IT Technician
REPORTS TO: Trust Network Manager

Salterns Academy Trust is a learning community, with three schools, where every member of staff understands the difference that they can make to our students' outcomes. We expect all staff to be actively involved in the personal development of our young people and to show full commitment to their own and the school's professional development.

The Trust is committed to safeguarding and promoting the welfare of children and young people; and they expect all staff to share this commitment.

Key Purpose

- To deliver front line IT support for students and staff to ensure consistent ICT delivery across the Trust
- To enable student's access to learning by providing technical advice and support in the practical and technical aspects of the curriculum by preparing, maintaining and organising equipment and materials
- To maintain Network components

Main Accountabilities

Equipment Support

- Investigate and diagnose and provide first line maintenance in network problems, seeking assistance where necessary
- Ensure that computers are operational at the start of each day
- Maintain the hardware and run virus checks
- Troubleshoot problems and resolve where possible
- Check, set up and install new equipment
- Ensure the network runs efficiently, providing technical support on hardware and software problems
- Undertake the maintenance of all computer hardware on a regular basis to ensure a high standard of maintenance to all IT equipment including checking of leads and cleaning
- Participate in discussions with users to understand their ICT requirements and recommend solutions to meet their needs in terms of hardware and software
- Ensure regular backing up takes place
- Re-distribute and reconfigure ICT requirements as required
- Maintain and distribute any central stock of ICT equipment, including laptops and projectors, ensuring equipment is useable by setting up and advising users where necessary
- Install and configure hardware and software to agreed standard to maintain security of data
- Liaise with contractors and ensure secure transportation of equipment sent for repair
- Ensure new equipment including PCs, data projectors, electronic whiteboards, digital cameras etc is suitable to meet the needs of users, offering support and training as required

Support

- Liaise with staff on a daily basis to support the efficient use of IT equipment within the school/Trust
- Set support priorities, balancing response to support requests with need to follow planned monitoring and maintenance in the context of staff availability and wider ICT service demands
- Assist in the provision of technical and networking support to teachers during teaching periods
- Support teaching staff in the use of ICT based activities
- Set up new users on networks when required

- Provide technical support for software that is unfamiliar to the teacher as directed by the Senior IT leader
- Assist with new student and staff ICT induction
- Keep RM Web filter up to date, Blocking and Unblocking sites where necessary
- Support staff and students in the use of the internet
- Support major developments of the ICT service and their implementation
- Liaise with third party maintenance contractors as required
- Assist, as directed by the IT Operations Manager or the Trust Network Manager, in the installation and configuration of software on network servers
- To undertake other activities from time to time, including providing support at other Trust Schools agreed to be consistent with the nature of the role

Software

- Operate and tailor software to meet the needs of the school/Trust
- Troubleshoot software problems, including compatibility across different versions
- Install network software as well as stand-alone software, liaise with support staff to ensure smooth integration onto all PCs including laptops for use by students and staff

Administration

- Ensure the security marking and recording of all new equipment in the school/Trust
- Identify when stocks of computer consumables (including printers/toners) reach re-order levels and order fresh supplies
- Assist in maintaining and updating school web services
- Assist in maintaining and troubleshooting the school's printing system
- Implement the school's backup, virus protection hardware, data and confidential information
- Assist in the research and evaluation of ICT equipment

Additional responsibilities

- To promote restorative practice at every opportunity, in meetings and communications, with parents, students and colleagues, to maintain the strong, inclusive ethos of the school/Trust
- To participate in professional learning (including INSET and twilight INSET sessions) and own appraisal meetings, contributing to the identification of own professional development needs and attend relevant meetings
- To participate professionally in own line management meetings, appraisal review meetings and team meetings
- To actively use Restorative Approaches to maintain and build relationships with staff, students and parents
- To participate in the Personal Development curriculum for our students, leading and support events as required
- To invigilate public and internal examinations or provide support for students with exam access arrangements when necessary
- To establish and maintain positive, professional relationships with students, staff and parents
- To take responsibility for your own wellbeing

This job description is subject to annual review and/or change at other times in response to identified needs. It is expected that the post holder will undertake additional duties, as required, and in agreement with their Line Manager, to operate in a flexible environment.