Sidney Stringer
Academy

Sidney Stringer Multi Academy Trust

Senior ICT Technician
(Grade 4)

Required as soon as possible

Sidney Stringer Academy Multi Academy Trust consists of five schools led by Sidney Stringer Academy. The schools are Radford Primary Academy, Ernesford Grange Community Academy, Riverbank Academy (Special School), Sidney Stringer Academy and Sidney Stringer Primary Free School.

All of the schools in the trust are working together with the ambition of becoming outstanding.

As the Trust develops we are exploring the opportunities of creating shared posts and services across the schools so that we can benefit from economies of scale.

Senior ICT Technician

The role will be based predominately at one school and under the direction of the MAT IT Network Manager involves the basic day-to-day support, as well as server administration of ICT Systems. The role will also include supporting all the schools in the Multi Academy Trust.

Why work at Sidney Stringer:

- **100% attendance - 1 day off following year**

- **Staff Development- new leadership challenge programme and subsidies for Masters' degree courses**

- Free tea and coffee

- **Social committee with subsidised events**

- **Occupational health and counselling support**

- Cycle Scheme

- Free parking

- Free Flu jabs

- Long service awards

JOB DESCRIPTION – Senior ICT Technician

<u>Sidney Stringer Multi Academy Trust</u> is committed to safeguarding and promoting the welfare of children and young people and requires all staff and volunteers to share this commitment.

Scale: Grade 4
Hours: 37 per week all year round
Reporting to: MAT ICT Network Manager

Job Purpose:

The role will be based predominately at one school and under the direction of the MAT IT Network Manager involves the basic day-to-day support, as well as server administration of ICT Systems. The role will also include supporting all the schools in the Multi Academy Trust.

You will be part of a dynamic team where you will be working together to further develop and promote the use of the latest technologies and software to facilitate an enhanced teaching and learning experience alongside administrative efficiency. The role will include providing first line hardware and software support, second line support to investigate and resolve issues, supporting ticket logging, asset management, general IT administrative and other IT facility services as a member of a team.

Main Duties and Responsibilities

Desktop and Application Support – These duties will primarily focus on supporting at one school but may involve supporting Sidney Stringer MAT Academies as required:

- Responding to requests submitted via the online helpdesk
- Local and remote installation of software applications and maintenance.
- Diagnose and resolve issues with PCs, portable devices, printers, peripherals and specialist ICT hardware.
- Diagnose and resolve networking, service, security and server related issues with the support of the MAT Network Manager.
- Maintenance of server based applications and management information systems.
- Providing appropriate levels of advice on existing systems and compatibility issues.
- Provide classroom support for pupils and staff for the operation of ICT equipment.
- Ensure job tickets are investigated, escalated (where appropriate) and resolved within a timely manner.
- To assist the MAT IT Network Manager by carrying out reasonable requests for additional duties as and when required.

Server & Network Support – These duties will primarily focus on supporting at one school but may involve supporting Sidney Stringer MAT Academies as required:

- Installation of networking cabling.
- Performing switch and routing diagnosis.
- Administrating user accounts within Active Directory, Office 365, Google Workspace for Education and local services.

- Assisting with the installation and maintenance of active networking components.

Technical ICT Support – These duties will primarily focus on supporting at one school but may involve supporting Sidney Stringer MAT Academies as required:

- Support in lessons for staff and students.
- Installation of new hardware and software.
- Setup equipment such as laptops, projectors, interactive whiteboards, PA systems and other specialist ICT equipment.
- Support new and emerging mobile devices on the network.
- Produce user friendly technical documentation.
- Provide ad-hoc solutions for short term problems.
- Notifying line manager of persistent networking faults while diagnosing and resolving these issues.
- Being able to work under own initiative to identify and resolve problems.
- To provide an effective communication between the schools in the MAT.
- To ensure that all reported technical issues are dealt with professionally and competently.

Work and Material Preparation – These duties will primarily focus on supporting at one school but may involve supporting Sidney Stringer MAT Academies as required:

- Assist with creating a planned and structured approach with regards to the upgrading of hardware or software and testing before use.
- Assist with online examinations and surveys.
- Maintain records regarding software licensing information.
- Ensure new stock is security marked where appropriate and audit records are updated.
- Assist with the on-going and specific ICT training of staff and attending Inset courses as required and being part of the continued professional development process.
- Make recommendations on potential improvements to working practices and performance to improve service levels and customer satisfaction.
- Maintain accurate reports and updating information records as necessary.
- To be familiar with the MAT disaster recovery and contingency plans and to support these policies.

General

- Support school events taking place after school hours.
- To attend meetings as and when required.
- And such duties as are within the scope and the spirit of the job purpose, the title of the post, and its grading.

Health & Safety

- Aware of issues and regulations relating to the disposal of IT equipment.

- Ensure compliance with all relevant health and safety standards in the working areas and ensure that all equipment/materials are safe before issued to staff and pupils or used by staff and pupils.
- Create, review and update all risk assessments relevant to the ICT technical work and environment.

Other Duties

- To undertake such other duties, training and/or hours of work as may well be reasonably required and which are consistent with the role.
- To participate in performance management arrangements.
- To adhere to published school policies and procedures.
- To attend regular meetings with line manager.

Safeguarding

All staff, whether paid or voluntary, have a duty to keep young people safe and to protect them from physical harm. When an individual accepts a role that involves working with children and young people they need to understand and acknowledge that the responsibilities and trust are inherent in that role.

- The jobholder is expected to observe their obligations in accordance with the Academy's Child Protection Procedure, and to report any concerns that they may have regarding a child or young person's welfare to the appropriate person. A copy of the Academy's Child Protection Procedure can be obtained from the jobholder's line manager.
- ***The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.***

Rehabilitation of Offenders Act 1974

This job is exempt from the provisions of the Rehabilitation of Offenders Act 1974. Appointment to this job is subject to an enhanced DBS disclosure being obtained, and any relevant convictions cautions and reprimands being considered. Any convictions cautions or reprimands of relevance, obtained by the jobholder after enhanced DBS clearance has been acquired, must be disclosed to the Principal by the jobholder. Failure by the jobholder to do so, or the obtaining by the jobholder of a relevant conviction caution or reprimand, may be managed in accordance with the Academy's Disciplinary Procedure.

Health and Safety

The jobholder is required to exercise their duty of care by taking responsibility for their own health and safety and the health and safety of other people who may be affected by their acts or omissions (failure to act). Full guidance regarding health and safety is set out in the Academy's Health and Safety Policy and in any risk assessments relevant to the jobholder's role or circumstances. Both can be accessed via the jobholder's line manager and must be observed.

Confidentiality and Data Protection

The jobholder is expected to comply with the provisions of The General Data Protection Regulation (GDPR) and Data Protection Act 1998. Any information they have access to, or are responsible for, must be managed appropriately and any requirements for confidentiality and security observed. Information must not be disclosed to any person or Authority, for example a parent or the Police, without observing the correct procedure for disclosure as set out in the Academy's Data Protection Policy.

Equality and Diversity

Sidney Stringer Multi Academy Trust is committed to equality and values diversity. As such the Academy is committed to fulfilling its Equality Duty obligations, and expects all staff and volunteers to share this commitment. The Duty requires the Academy to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age, gender, race and faith, and people who do not share them. Staff and volunteers are required to treat all people they come into contact with, with dignity and respect and are entitled to expect this in return.

Training and Development

Sidney Stringer Multi Academy Trust has a shared responsibility with the jobholder for identifying and satisfying training and development needs. The jobholder is expected to actively contribute to their own continuous professional development, and to attend and participate in any training or development activities required to assist them in undertaking their role and meeting their safeguarding and general obligations.

This job description reflects the major tasks to be carried out by the jobholder and identifies the level of responsibility at which the jobholder will be required to work, as at the date on which the last review took place.

This job description may subject to review and/ or amendment at any time to reflect the requirements of the job. Any amendments will be made in consultation with any existing jobholder, and will be commensurate with the grade for the job. The jobholder is expected to comply with any reasonable management requests.

Reviewed By: Andrew Walls and Paul Jones (July 2021)

PERSON SPECIFICATION - Senior ICT Technician

Post Title: Senior ICT Technician – School Lead
Scale: Grade 4
Hours: 37 hours per week all year round

	Essential Criteria	Desirable Criteria	Measured By
Education & Qualifications	• Full driving licence and own transport	• Educated to GCSE standard with reasonable grades in English, Maths and Science • IT related qualifications such as a Completed Level 3 Apprenticeship, or significant experience of working in an IT support environment involving close customer contact.	Application Certificate Check
Skills & Abilities	• Liaise and communicate effectively by responding to requests using the online helpdesk and verbal communication with staff, pupils and adult education students with varying experience in IT. • Maintain appropriate working relationships with staff and pupils, including confidentiality and flexibility. • To instruct, receive and pass on information both formally and informally. • To utilise various software and hardware to its best potential in carrying out requested tasks. • To be able to maintain concise, accurate and up to date recording systems for audit purposes. • Have a pro-active approach towards identifying problems and requirements. • To be able to work to procedures and follow guidelines where appropriate. • Good verbal and written communication skills	• To disseminate knowledge and skills in a way that will help others gain independence and confidence in the use IT. • To keep abreast of new developments in IT applications and look for opportunities which could benefit the school. • To be willing to be involved in the annual professional development and review process, and be attend training courses as required. • Participate in problem solving and rectification of hardware and software faults. • Maintain a flexible and calm disposition in a demanding environment. • To carry out tasks in an efficient and effective manner. • To lift and carry equipment, observing correct practice for safe lifting. • To be able to work unsupervised and under own initiative.	Application Interview

Knowledge & Experience	• The role will require a confident user of a majority of hardware and operating systems, the post-holder must have a good level of knowledge or experience in the following;
	
	  • Windows Operating Systems & Windows Server Operating Systems
	  • Apple iOS and Android OS.
	  • Chrome OS
	  • Google Workspace for Education
	  • Microsoft Office 365
		• Experience of workingin education and/or public sector	Application Interview

Other	This post is exempt from the Rehabilitation of Offenders Act 1974. An enhanced Disclosure and Barring Service check will be required prior to appointment		DBS Disclosure