# Job Description

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| **Job Title:** | ICT Field Technician |
| **Grade:** | 4 (Support Staff Pay scale) |
| **Salary:** | £19,698 - £23,080 |
| **Employment Status:** | Permanent |
| **Working hours:** | 37 per week |
| **Working weeks:** | All-year-round |

**Responsible to:** Strategic Network Manager
Curriculum Network Manager

## Core Purpose

- Under direction of the Trust's Strategic Network Manager and working as part of the Trust ICT team to support, develop and maintain the ICT infrastructure ensuring the provision of high-quality ICT services to all schools, staff and students.

- Working dynamically to meet the needs of the schools you will be expected to travel between sites at any time throughout the day based on the demand and urgency of ICT support request coming in either via the ICT Helpdesk, or direct communication if the need arises.

- To support staff and students in the appropriate use of ICT and ensure availability of ICT systems.

- To assist other members of the ICT team in the delivery of ICT services and provide cover for team members as required.

## General Responsibilities

- To provide technical support for users of school ICT systems and equipment.
- To operate the ICT help desk system, ensuring all service requests are accurately and promptly logged whether reported in person, by telephone, email or other method.
- To ensure support tickets are kept fully up to date with actions taken to resolve issues, escalate ICT service requests to appropriate colleagues within the ICT team, and monitor the progress of tickets.
- To diagnose, detect and resolve a wide range of PC, laptop, tablet, printer, peripheral, network and software faults.

- To install and configure software applications, operating systems and updates.

- To Install and configure ICT equipment as directed by senior colleagues.

- To perform routine maintenance tasks on ICT systems and equipment, including the imaging of devices to ensure operating systems are up to date and secure.

- To assist with the provision of portable equipment such as laptops and projectors.

- To provide cover for ICT team members as required, and assist senior colleagues with the resolution of service requests and technical projects.

- To assist in the installation, administration, monitoring, maintenance, support and development of the school's network infrastructure. This includes (but is not limited to) switches, routers, cabling, remote access, internet access, web filter, email filter, firewall, wireless, video conferencing and security.

- Setting up hardware as appropriate

- Using the Trust Asset management system to maintain accurate and up to date records of ICT hardware and ensure accurate stock control and record keeping, to maintain a library of ICT software and to keep accurate and up to date records of software licenses, ensuring all software is legal.

- To install, administrate, maintain and support school ICT systems and applications as directed by senior colleagues. This includes (but is not limited to) servers, management information systems (e.g. SIMS, 4Matrix, etc.), email, anti-virus, and cloud-based systems.

- To update the Trust's websites' content and support in development of new content / stucture when necessary, working with the Strategic Network Manager and Curriculum Network Manager for current and accurate information.

- To assist with ensuring the security and integrity of school data by controlling system and network security permissions and passwords for all users.

- To provide technical training and guidance to staff and students

- To evaluate new systems and equipment, and advise on compatibility with other school systems and obtain competitive quotes.

- To undertake ICT projects as directed by senior colleagues.

- To support fellow members of the ICT team in the fulfilment of their duties, and provide cover as required.

- Comply with all departmental and school policies and procedures.

- Any other duties that are within the spirit and the scope of the job purpose and its grading, as directed by line management.

## Servicing

- Regularly checking and cleaning equipment, including desktops, AV and cabling

- Service projectors (Clean filters, vents, change Lamps)

- Undertaking minor repairs and replacement of parts as necessary

- Liaising with Line Manager on the repair of equipment, checking progress and returning equipment to the appropriate area and advising of any charges (as appropriate)
- Ensuring backup routines are documented and carried out daily – Reporting any failures to ICT Network Manager


- Online subscriptions / software resources
- Maintaining records of software and online subscriptions held across the Trust
- Update staff and pupil accounts and access to subscriptions as required

## New Technology

- Keep up-to-date with advances in new technology, offering advice through the ICT Network Manager on possible development in the trust's facilities


## Safeguarding and Child Protection

- Knows what to do if they have concerns about a child
- Takes on the responsibility for providing a safe environment and promoting children's welfare
- Undertakes regular safeguarding and child protection training
- Familiarises themselves with Keeping Children Safe in Education part 1 (KCSIE) and local policies and procedures as directed by the trust/academy


## Other
- Carries out any other duties as directed by management that are within the scope, purpose and spirit of the role
- Attends regular continuing professional development (CPD) as required by the school, and other optional relevant CPD to develop good practice
- Proactively takes steps to ensure their mental health and wellbeing is protected, seeking further support if appropriate
- To comply with the policies and procedures of the Trust/academy.


## Review

It is the practice of the trust to periodically examine employees' job descriptions and to update them to ensure that they relate to jobs as they are being performed, or to incorporate whatever changes are being proposed. It is the Trust's aim to reach agreement on any alterations.

| PERSON SPECIFICATION – Trust ICT Field Technician G4 | | Essential | Desirable |
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| **Education and Qualifications** | 5 GCSE's including English and Maths (C and above) | ✔ | |
| | Willingness and ability to obtain and/or enhance qualifications and training for the post | ✔ | |
| | Relevant Microsoft Certifications | | ✔ |
| | Level 3 or above qualification in ICT or a related discipline | | ✔ |
| **Experience** | Experience of supporting a Microsoft environment | ✔ | |
| | Experience of supporting Active Directory | ✔ | |
| | Experience of delivering customer focused ICT Services | ✔ | |
| | Experience of supporting Office 365 and Teams | ✔ | |
| | Experience of using a range of ICT Systems | ✔ | |
| | Experience of solving a range of ICT related problems | ✔ | |
| | Experience of using Microsoft Office Packages | ✔ | |
| | Experience of working within a school environment | | ✔ |
| | Experience of supporting Intune and Azure | | ✔ |
| | Experience of working within a school environment | | ✔ |
| | Experience with MIS systems and maintaining and updating websites | | ✔ |
| | Experience of supporting SCCM | | ✔ |
| **Skills and Knowledge** | Excellent written and verbal communication skills, with the ability to communicate clearly and accurately | ✔ | |
| | Strong technical understanding of ICT systems | ✔ | |
| | Up to date knowledge of developments within ICT and equipment, hardware and software applications | ✔ | |
| | Efficient and effective organisational skills | ✔ | |
| | Ability to respond professionally as circumstances dictate | ✔ | |
| | Problem solving skills | ✔ | |

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| | Self-motivated to complete required duties | ✔ | |
| | Ability to work effectively as part of a team | ✔ | |
| | Excellent written and verbal communication skills, with the ability to communicate and | ✔ | |
| | Dedicated to our vision that all children are entitled to a first-class education | ✔ | |
| | Possesses a genuine belief that all children are equal and celebrates the diversity in our school communities | ✔ | |
| | Self-motivated and able to work on own initiative without supervision | ✔ | |
| | Works with honesty and integrity | ✔ | |
| | Emotional resilience in working with challenging behaviour | ✔ | |
| | Recognises the importance of protecting their own personal wellbeing | ✔ | |
| | Committed to making children feel happy, safe and secure | ✔ | |
| **Safeguarding and Child Protection** | Understands their role in safeguarding and protecting children or a keen willingness to learn this | ✔ | |
| | Develops appropriate professional boundaries with children. Knows not to build friendships | ✔ | |
| | Awareness of the key safeguarding processes in schools or willingness to understand these | ✔ | |
| | In-depth understanding of the requirements of Keeping Children Safe in Education | | ✔ |
| | A realistic appreciation of the challenges involved in working with children | | ✔ |
| | Committed to improving safeguarding processes and practices. Sees it as part of their job | | ✔ |
| **Professional Development** | Willing to participate in further appropriate professional development | ✔ | |
| | Positive approach to own continuous personal professional development and training | | ✔ |
| **Core Competencies** | A strong commitment to the Trust values and ethos | ✔ | |
| | Conscientiously adheres to Trust policies and procedures | ✔ | |
| | To promote and prioritise the safeguarding of all pupils and students | ✔ | |