

Job Title:	IT Field Technician
Directorate:	Children, Learning & Young People
Location:	Finham Park Multi Academy Trust
Grade:	G4
Hours:	37 per week all year round

Job Purpose:

Under the direction of the Head of MAT IT Services, the post involves the basic day-to-day support as well as server administration of ICT Systems at Finham Park Multi Academy Trust. Predominantly working within the curriculum and administration areas of the primary and secondary schools 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. The role will be to provide 1st and 2nd line hardware and software support, support 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

- Responding to requests submitted via the online helpdesk.
- Local and remote installation of software applications and maintenance.
- Diagnose and resolve basic PC, printer, peripherals and specialist ICT hardware.
- 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 response times are delivered as part of the managed service level agreement with local primary schools.
- Administration of the parental engagement web portal.
- To assist with carrying out reasonable requests for additional duties as and when required.

Server & Network Support

- Adminstrating user accounts within Active Directory, Google Education and local VLE service accounts.
- Awareness of server roles and client management solutions.

Technical ICT Support

- Setup equipment such as laptops, projectors, interactive whiteboards, HD TV's, PA systems and other specialist ICT equipment.
- Support mobile devices on the network.
- Produce user friendly technical documentation.
- Notifying line manager of persistent faults with PC and network equipment.
- Being able to work under own initiative to identify and resolve problems.
- To provide an effective communication between the local schools.
- To ensure that all reported technical issues are dealt with professionally and competently.
- Working within the SLA agreement
- Administration of managed hardware/software solutions
- Assist with ongoing developments

Work and Material Preparation

- Carrying out clerical/printing tasks related to computer generated reports, assessments, attendance and exam data, etc. according to schedules and deadlines as requested by line management.
- Assist with online examinations and surveys.
- Ensuring new stock is security marked where appropriate and updating of audit records.
- Maintain accurate reports on work carried out at local primary schools.

General

- Support school events taking place after school hours.
- Duties as are within the scope and the spirit of the job purpose, the title of the post, and its grading.
- To attend meetings as and when required.
- To comply and understand GDPR within the workplace.
- The post holder will be required to drive and use their own vehicle to visit schools. Mileage will be refunded at a standard rate.

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.

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- All duties and responsibilities must be carried out with due regard to the School's Health and Safety Policy.
 - Post holders will be accountable for carrying out all duties and responsibilities with due regard to the School's Equal Opportunities Policy.
 - Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible to: Head of MAT IT Services

Contract type: Permanent

Date Reviewed: June 2022