Poltair

REF NO: POL020

IT Technician

Grade G, 37 hours per week, 52 weeks per year

Closing Date │ 9.00am Friday 16th July 2021

IT Manager | Andy Gasiorowski

Headteacher | Mark Everett

Executive Headteacher | Richard Baker

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Main Purpose of the Job

- To be a part of the IT Support Team providing support and training to staff and students of Microsoft 365 and other systems used to operate the school.
- To assist the IT Manager with management and support of infrastructure (switches and hardware) and cloud-based collaboration systems (SharePoint / OneDrive / Teams).
- To provide proactive 1st, 2nd line end-user support on Windows PCs, Apple Macs, iPads, Android Tablets, display and projection equipment, printers and PBX / IP phones.
- To assist in the operation of patching and updating of key systems, network and server installation, desktop and other user device configuration and all associated maintenance tasks.
- To work with the IT Manager to deliver projects that improve the school's IT provision.
- To deputise for the IT Manager during absence.

Main Duties and Responsibilities

- To take an active role in the maintenance and improvement of server and infrastructure platforms, as instructed by the IT Manager.
- To take an active role in the development and rollout of SharePoint / OneDrive, delivering required change, supporting users on the journey, and providing training as required.
- To provide first class customer service to staff and students in a complex and, at times, high pressure environment.
- To actively promote the good use of technology throughout the school to both staff and students.
- To maintain a knowledge of IT and associated technology developments and to assist in the delivery of technology developments within the school.
- To work with colleagues across the Trust in order to contribute towards the resolution of complex problems related to IT.
- To ensure that the IT Helpdesk is utilised fully and all incoming and outgoing support tasks are logged in a way in which a high level of update is available to the end-user and appropriate level of technical detail is stored to explain how an issue was resolved (to aid in the creation of an archive and/or knowledgebase).
- To assist the IT manager with improving IT security and GDPR compliance.

General Duties and Responsibilities

- To attend staff meetings and Trust-based INSET as required.
- The post holder is responsible for his/her own self-development on a continuous basis, undertaking any training/professional development as appropriate.
- To be aware of and work in accordance with the Trust's child protection policies and procedures, in order to safeguard and promote the welfare of children and young people, and to raise any concerns relating to such procedures that may be noted during the course of duty.
- To remain aware of and work in accordance with all relevant Trust working practices, policies and procedures.
- To be aware of and adhere to applicable rules, regulations, legislation and procedures including the Trust's Equal Opportunities Policy and Code of Conduct, Disciplinary and Grievance Policies and national legislation (including Health and Safety and Data Protection).
- To maintain at all times the utmost confidentiality with regard to all reports, records, personal data relating to staff and students and other information of a sensitive or confidential nature acquired in the course of undertaking duties for the Trust, with due regard to General Data Protection Regulations.
- To undertake any other duties as reasonably required by the Headteacher, to ensure the efficient and effective operation of the School.

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Person Specification

Criteria	Essential	Desirable
Qualifications & Experience	▼ Experience of supporting end-user devices running Windows 10 ▼ Experience working in an IT Technician role ▼ Experience in using a helpdesk solution ▼ Experience of Microsoft Office 365 administrative roles ▼ Attainment of English and Maths qualifications equivalent to Level 2 (i.e. NVQ level 2 or GCSE) ▼ Relevant qualifications in IT	▼ Experience of supporting users on OneDrive and/or SharePoint ▼ Experience of using Active Directory Users & Computers and a good understanding of Group Policy Management ▼ Experience in using Windows servers and relevant server related roles ▼ Experience working in IT within an education setting e.g. school, college etc ▼ Attainment of a Microsoft Certification or equivalent specialist qualification ▼ Apple Certification ▼ CCNA or equivalent switching certification ▼ Microsoft 365 Administrator
Knowledge & Skills	▼ Excellent ICT skills ▼ High level of oral and written communication skills ▼ Well organised, adaptable and able to work on own initiative	
Personal Qualities	▼ A strong commitment to safeguarding children and young people; full awareness and knowledge of current national legislation for safeguarding and child protection ▼ To believe in the importance of team work and a collaborative approach, to be able to contribute effectively to a team and build supportive working relationships with colleagues ▼ Discreet and confidential ▼ Pleasant and friendly approach	

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. This job description is current at the date of appointment but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.

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