

SUPPORT STAFF

JOB DESCRIPTION

ROLE TITLE	IT Technician – End User Support
CONTRACTED HOURS	14.8 hours a week, 52 weeks per year
LOCATION	Cluster/Hub Based (Club)
GRADE / SCALE POINT – SALARY	Grade 4 (below the bar)
REPORTING TO	IT Team Manager

INTRODUCTION

All members of the Unity Schools Partnership (“the Trust”) Leadership Team subscribe to a set of shared values, principles and operational processes that ensure quality education for all our young people. Our central belief is that every young life is special - open to possibility, gifted with the potential to change the world for the better but also bound by the limits of their own circumstances. Our ambition is to unlock the potential of all children, remove the barriers to aspiration and ensure that all our children succeed.

- Modelling the Core Values of the Trust at all times.
- Working with schools’ leadership teams and individuals across the Trust to put systems and structure in place to facilitate and promote successful outcomes for students.
- Provision of training, coaching and other support as necessary to enable groups and individual staff colleagues to develop appropriate skills.

JOB PURPOSE

To support the IT Team Manager to ensure the delivery of high-quality Information and Communications Technology (ICT) services across the whole of their school cluster, so that the Trust is positioned at the forefront in its use of ICT in education.

Act as the first point of contact for IT queries in a timely and professional manner, as a representative of the Trust’s ICT service delivery.

Provide an effective, efficient and consistent end user support service to all staff and students within their cluster of schools.

Working under the direction of the IT Team Manager to support all technical aspects of curriculum and administrative IT systems as well as the delivery of IT related projects.

This is a site-based role

KEY TASKS & RESPONSIBILITIES

1. To support the IT Team Manager in the delivery of high-quality Information and Communications Technology (ICT) services across the Trust, ensuring that ICT is always fully available every school day
2. Provide 1st line technical support for IT hardware, software, peripherals, AV and telephony to all staff and students across the cluster of schools
3. Prioritise staff requests for technical support to ensure that disruption to teaching and learning is kept to a minimum

4. Ensure that Service Desk tickets are created for all IT issues. Tickets should be updated on a regular basis for both the requestor/end user, as well as internal IT Team members. Tickets are subsequently closed once resolved, as dictated by the relevant IT process and service desk practices.
5. Ensure that preventative maintenance and other proactive tasks are being completed in accordance the Scheduled Task processes.
6. To keep the School's ICT in the best possible condition, focusing on the requirement to keep the ICT 100% safe, secure, compliant and available
7. Keep up-to-date and familiar with all IT policies and procedures across the Trust.
8. Ensure that safeguarding, Data Protection and cyber security requirements are being met and inappropriate behaviour on the IT systems is being reported appropriately and inline with Trust Policies
9. Ensure that health and safety practices are being adhered to, including signing in in and out of the school/site (via the appropriate visitor management system) on every visit as well as appropriate ID badges are always worn.
10. Working with the Network Manager to deliver the agreed range of projects to meet outcomes, time, budget and quality expectations
11. Support the IT Team manager in developing standard operating procedures and best practices, including provision of written protocols, IT documentation and guidance to IT staff and end users
12. Work with the IT Team Manager (or other appropriate staff) to identify technical and other ICT training needs and take the necessary action to support and/or provide the training required to end users Keep current with the latest ICT technologies and follow ICT developments closely and identify scope for implementation of innovative approaches within the Trusts schools
13. Attend meetings, training and professional development sessions as and when required or instructed by the IT Team Manager
14. Assist in maintenance of materials and stock and re-order as necessary, within agreed budgetary guidelines. Check deliveries and resolve any queries with suppliers or members of staff as appropriate.
15. Help carry out annual stock take of items to ensure inventory is kept up to date as per inventory procedures and ensure any disposals are recorded as per current procedures.

SAFEGUARDING

Unity Schools Partnership is committed to safeguarding and promoting the welfare of children and young persons at all times.

The post holder, under the guidance of the Head of IT, will be responsible for promoting and safeguarding the welfare of all children with whom he/she comes into contact, in accordance with the Trust's and the school's safeguarding policies. The post holder is required to obtain a satisfactory Enhanced Disclosure from the Disclosure and Barring Service (DBS).

GENERAL

1. Actively contribute to and promote the overall ethos and values of the school and the wider Trust;
2. Participate in training and other learning activities and performance development as required;
3. Maintain consistent high standards of professional conduct, tact and diplomacy at all times in dealings with pupils, parents, staff colleagues, external agencies and any other visitors to the school or wider Trust;
4. Maintain absolute confidentiality and exercise discretion with regard to staff/ pupil information and the Trust's business at all times;
5. Act as an ambassador for the school and the wider Trust within the local community and

beyond, ensuring that the ethos and values of the Trust are promoted and upheld at all times;

The list above is not exhaustive, and you may be required to undertake any other reasonable tasks and responsibilities which fall within the scope of the post as requested by the Head of IT and Heads of IT Operations.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIREABLE
KNOWLEDGE		
Technical or Specialist	- Knowledge and experience of working with the Microsoft product set, including but not limited to; servers and desktop operating systems, applications and applications suits and Microsoft Office 365 - Knowledge and experience of working with multiple ICT technologies including but not limited to; firewalls, web filters, anti-virus and security suits, Wi-Fi, virtualisation, backup and restore both physical and cloud based	- Knowledge of Web delivery mechanisms - Knowledge and experience of working with Apple product set - Knowledge and experience of working with Google G-Suit
Literacy and Numeracy	A qualification in literacy and numeracy	Possession of a recognised professional ICT qualification e.g. BTEC in Computing
Organisational	- Experience of implementing policies and procedures across a range of locations - Experience of driving through effective change - Proven experience in ensuring a safe, secure and compliant ICT environment	- ICT experience in commercial environment including at least one ICT position - ICT experience in not for profit organisation - Knowledge and experience in the education sector - Experience in a professional services environment including information or research provision - Proven track record in using development methodologies or recognised project management techniques to deliver successful ICT developments

MENTAL SKILLS		
Problem Solving	• Excellent organisational skills • Ability to meet deadlines	
Creativity/ new ideas	• Creative approach leading to solution focused results • Passion for learning and development • Energy, drive, enthusiasm and ideas for improving business results	
INTERPERSONAL & COMMUNICATION SKILLS		
Caring skills	• Ability to develop positive working relationships • Approachable	
Advising / guiding	• Able to exercise judgement and refer matters as necessary • Interest and ability in developing the staff within and beyond the team	
Verbal and written	• Excellent communications skills • Accurate and diligent • Able to communicate the realities and possibilities of ICT to non-technical audiences including Senior Leaders, managers and staff • Demonstrates a level of gravitas commensurate with the role	
PHYSICAL		
Manual Skills	• Manual handling skills for the safe lifting and handling of equipment. • Ability to use hand tools e.g. screwdrivers / specialist IT tools.	

Level of Autonomy	• Able to work on own initiative • Ability to plan, manage and prioritise own workload with general management guidance only.	• Plan and initiate projects and oversee implementation.
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