

IT Services Technician

Job Description and Person Specification



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| Post Title: | IT Services Technician |
| Responsible to: | TBC |
| Responsible for: | Delivery of the Trust IT Services |
| Grade | Band D £18,795 to £19,171 37 hours per week, all year |

Main Purpose of Job

The purpose of the role is to provide high quality technical services for staff and pupils/students. The IT Services Technician will work proactively and reactively to maintain reliable technical services working hands-on to provide appropriate solutions. All technical staff will contribute to the delivery of an **outstanding** and **robust IT Service** across the Trust. This post is part of the Trust IT Service, the postholder will be primarily based at Thomas Rotherham College but will work at any Trust Academy as required.

Both technical, service and management accountabilities will be assigned via a service delivery plan and these will be assessed annually via the appraisal procedures of the Trust. The IT Technician will ensure that they deliver work that is efficient, effective, reliable, fit for purpose and can adapt to changing circumstances.

All staff are required to work flexibly and in a way that encourages a positive work environment that is solution focused and proactive for all.

Excellent standards of behaviour, respect and learning depend upon the ‘tone’ set by all members of the Trust community. We build upon our strengths – together!

For the purposes of this Job Description and Person Specification, Trust is Inspire Trust and all Academies working within the Trust. All duties outlined below are the responsibility of the post holder who will be accountable for delivery. Where there is specific connectivity with another post or the lead responsibility for an activity lies with another member of staff this is stated and will be expanded on in the Operational Schedule (or procedures) for this post.

Main Duties of the Post (including Leadership, Accountabilities and Operational Activities).

A=Accountability (which means being responsible for something to somebody), L= Leadership (guide, direct and influence the outcomes of) O=Operational (day-to-day management and control of these activities)

1. Role Specific Duties and Responsibilities

| 1 | Role Specific Duties and Responsibilities | A | L | O |
|------|---|---|---|---|
| 1.1 | Attending to support requests in a demanding and fast paced environment, while maintaining a professional standard of communication and support. | | | ✓ |
| 1.2 | Respond to helpdesk support requests in order of agreed priorities – detecting, diagnosing and resolving faults. Ensure helpdesk and therefore user is kept updated with the progress of the call. | | | ✓ |
| 1.3 | Providing proactive as well as reactive in person and remote support to users in a sympathetic and logical manner. | | | ✓ |
| 1.4 | Maintain and support the Trust services, including but not limited to MDM, Go4Schools, Capita Products, gSuite, Office 365 and any other systems. | | | ✓ |
| 1.5 | Administer user accounts, access control and provisioning devices and acceptable use process. | | | ✓ |
| 1.6 | Maintain, upgrade, install, image and configure a range of approved computers peripherals, mobile devices, projectors, systems, phone system and applications, using IT Skills and knowledge and following protocol (and policy) to ensure good standards of provision. | | | ✓ |
| 1.7 | General preventative maintenance and checking of IT equipment including reciprocal cleaning and tidying. | | | ✓ |
| 1.8 | Lifting and handling of IT devices and working to safety expectations. | | | ✓ |
| 1.9 | Ensure all installations are licensed and agreed with the IT Site Supervisor before proceeding. | | | ✓ |
| 1.10 | Maintain and keep up to date the workstation, software and device inventory (including signed in and out devices). | | | ✓ |
| 1.11 | Support the installation and maintenance of network cabling and equipment as directed. | | | ✓ |
| 1.12 | Ensure that all works are completed in compliance with the relevant policies and legislation including but not limited to the GDPR, Data Protection Act, Safeguarding and the Computer Misuse Act. | | | ✓ |
| 1.13 | Implement the maintenance plan for the IT infrastructure and systems, documenting and escalating any issues or concerns to the Site Supervisor or Operations Manager. | | | ✓ |
| 1.14 | Suggest improvements to the service that will enhance the support offered to the Trust/Academy. | | | ✓ |

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| 1.15 | Develop usage guides, videos and tutorial information for pupils and staff on IT systems and demonstrate where required. | | | ✓ |
| 1.16 | Weekly / Daily checks of all Anti-Virus, on & off-site backups, Windows Updates and Firewall logs to then escalate or troubleshoot as necessary to ensure security of IT Systems and Hardware. | | | ✓ |

2. Generic Duties and Responsibilities

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| 2.1 | Comply with all Trust policies and procedures and work in accordance with the Code of Conduct for Staff. |
| 2.2 | All employees will be asked to work at their level on pupil/student interventions to meet the needs and targets of the Trust. For support staff this will include First Aid (training will be provided). |
| 2.3 | Be aware of and support differences and ensure all pupils, students and staff have equal access to opportunities to learn and develop. |
| 2.4 | Participate and contribute to Appraisal and the development of Service Delivery Plans and Operational Schedules. |
| 2.5 | All employees will undertake regular and routine continuing professional development (including attendance and contribution to internal Training and Planning events) to ensure that they develop and recognise their own strengths and areas of expertise and use these to achieve and support others and the aims of the Trust. |
| 2.6 | Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person in accordance with policy. |
| 2.7 | Contribute positively to the overall ethos / aims of the Trust including participation in appropriate networks and projects. |
| 2.8 | Establish constructive relationships and communicate with others (inside and external to the Trust). |
| 2.9 | Organise and support Academy and Trust events as requested. |
| 2.10 | Any other reasonable and appropriate duties as directed by Senior Staff at any Trust Academy. |
| 2.11 | All staff are required to work in a way that encourages a positive work environment that is solution focused and proactive for all. As a senior support staff holder, you will support, mentor and act as a role model for all staff. |

Person Specification
Post: IT Services Technician

| 1 | Qualifications / Training / Experience | Essential Criteria | Method of Assessment |
|----------|---|---------------------------|-----------------------------|
| 1.1 | Educated to at least A Level standard or equivalent in relevant or transferable subjects or able to evidence experience or relevant IT related work. | ✓ | AF, CQ |
| 1.2 | Evidence of training in the technical aspects of the role: networking, wireless technologies, Microsoft and Google technologies, security and permissions structures, systems planning, installations. | ✓ | AF, CQ, I |
| 1.3 | Evidence to suggest ability to discharge the main duties of the post. | ✓ | AF, CQ, R, I |
| 2 | Skills and Aptitudes | | |
| 2.1 | Skills and aptitude to analyse technical situations, explore, evaluate and recommend potential solutions and deliver these solutions. | ✓ | AF, CQ, R, I |
| 2.2 | Excellent organisational, interpersonal and communication Skills. | ✓ | AF, CQ, R, I |
| 2.3 | Proven ability to troubleshoot hardware and software problems and to learn / adapt to new technologies within a changing environment | ✓ | AF, CQ, R, I |
| 2.4 | Ability to manage workload, assimilating new tasks / projects whilst maintaining service levels on existing workload. | ✓ | AF, CQ, R, I |
| 2.5 | Ability to work with pupils, parents, staff and trust members at all levels with the skills to exchange technical concepts in an appropriate manner. | ✓ | AF, CQ, R, I |
| 2.6 | Ability to deal with confidential and sensitive information with tact and discretion applying data protection and data sensitivity principles at all times. | ✓ | AF, CQ, R, I |
| 3 | Mandatory Requirements | | |
| 3.1 | A DBS check at an enhanced level (formerly CRB check) must be undertaken by all candidates and be satisfactory as a condition of employment with Inspire Trust. | ✓ | DBS Check |
| 3.2 | School posts are exempt from the Rehabilitation of Offenders Act, 1974; all current convictions, cautions and bind overs must be declared on the application form or provided in a sealed envelope addressed to the Headteacher. The 2013 amendments to the Act allow that minor spent convictions, cautions and bind overs do not need to be declared. | ✓ | AF/R |
| 3.3 | References that confirm suitability to work with children, reference must be provided from current/most recent employer. References will not be accepted from members of candidate's families or acting purely as a friend. | ✓ | AF/R |
| 4 | Physical Requirements | | |
| 4.1 | Health and physical capacity for the role. | ✓ | I, R |
| 4.2 | A good attendance record in current employment, (not including absences resulting from disability) | ✓ | I, R |

5. Effective Behaviours

The Trust looks for evidence from all candidates of effective behaviours which we value and have found to be consistent with high performance. Part of our selection process will be to assess whether candidates can demonstrate that they have exhibited these behaviours in their current or previous employment, education, voluntary or other activity. Candidates are advised to read the following carefully and provide examples of these in the 'Information in Support of the Application' section of the application form. Candidates should be prepared to discuss these in the interview process.

| 5 | Effective Behaviours | Method of Assessment |
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| 5.1 | Managing self and personal skills: Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others. | A/I/R |
| 5.2 | Delivering excellent service: Providing the best quality service to all pupils and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards. | A/I/R |
| 5.3 | Finding innovative solutions: Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation. | A/I/R |
| 5.4 | Embracing change: Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas. | A/I/R |
| 5.5 | Using resources: Making effective use of available resources including people, information, networks and budgets. Being aware of the financial position of the Trust and impact of decisions on this. | A/I/R |
| 5.6 | Engaging with the big picture: Seeing the work that you do in the context of the bigger picture e.g. in the context of what the Trust and each Academy are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. Appreciating the role of others, their impact on you and your impact on them. | A/I/R |
| 5.7 | Developing self and others: Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the Trust. | A/I/R |
| 5.8 | Working with people: Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. | A/I/R |
| 5.9 | Achieving results: Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria. | A/I/R |

Key to abbreviations: **AF** Application Form, **R** References, **I** Interview, **CQ** Certificate of Qualification, **OT** Occupational Testing (this method of assessment is optional but if used it may be at the shortlisting or interview stage – candidates will be informed), **DBS** Disclosure and Barring Service Check

This specification has been prepared in accordance with the requirements of the Trust's Equal Opportunities in Employment Policy. We undertake to make any 'reasonable adjustments' to a job or workplace to counteract any disadvantages a disabled person may have.