

IT Technician

Job Description and Person Specification



Inspire Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff, other workers and volunteers to share this commitment.

Post Title:	IT Technician
Responsible to:	Trust IT Operations Manager
Responsible for:	Delivery of the Trust IT Services
Grade	Band D / E

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!

Main Purpose of Job

The purpose of the role is to provide high quality technical support for staff and pupils/students. The IT 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 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.

All IT staff are required to participate in update training as directed including where necessary an appropriate qualification route.

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	A	L	O
1.1	Providing outstanding customer service to pupils and staff – detecting, diagnosing and resolving faults ensuring all systems and infrastructure are operational and stable to meet needs. Maintain a professional standard of communication ensuring helpdesk and therefore user is kept updated.	✓		✓
1.2	Coordinate and provide support for all IT based Examinations across the Trust.	✓		✓
1.3	Maintain and support the Trust services and network technologies, ensuring that they are useable, upgrades and replacements are identified and carried out with minimal disruption and that the availability, continuity, and security of data and IT services are maintained.			✓
1.4	Administrate user accounts, access control and provisioning devices.			✓
1.5	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) ensuring needs of users are met in a timely manner.	✓		✓
1.6	General preventative maintenance and checking of IT equipment including reciprocal cleaning and tidying.	✓		✓
1.7	Lifting and handling of IT devices and working to safety expectations.	✓		✓
1.8	Ensure all installations are licensed and tested before proceeding.			✓
1.9	Maintain and keep up to date the workstation, software and device inventory (including signed in and out devices).	✓		✓
1.10	Support the installation and maintenance of network cabling and equipment as directed.			✓
1.11	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.			✓
1.12	Provide storage, processing and usage data to aid the planning and development of IT services to ensure they meet the Trust needs.			✓
1.13	Regular checks of all Trust systems including Security systems, backups and system updates to then escalate or troubleshoot as necessary.			✓
1.14	Prepare training materials without use of technical jargon and with the level of detail appropriate to the audience.			✓

2. Generic Duties and Responsibilities

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 member of staff you are required to role model behaviours and standards to your team and others at all times.

Person Specification

Post: IT 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 skills and knowledge.	✓	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 bindovers 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 bindovers 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
5.1	Seeing the Big Picture: Understand what your responsibilities are and how these contribute to the priorities of your team. Consider the varied impact your work could have on individuals with different needs and from other backgrounds. Gather information from both inside and outside of the Trust to inform your area of work.	A/I/R
5.2	Changing and Improving: Review ways of working and suggest improvements, including how to make full use of new digital technologies. Learn new procedures and help colleagues to do the same. Query any issues that arise from changes in a suitable way. Respond in an effective and appropriate manner when emergencies arise.	A/I/R
5.3	Making Effective Decisions: Use guidance, analyse relevant information and ask colleagues for input to support decision making. Identify and deal with any errors or gaps in information before making a decision. Consider the diverse needs of those affected by decisions and how it will impact them. Provide advice and feedback to support others in making accurate decisions. Ask others to clarify decisions when confused and query any issues that arise constructively.	A/I/R
5.4	Leadership: Show enthusiasm for your work and take personal accountability for your role. Demonstrate responsibility for your own objectives. Act in a fair, inclusive and respectful way when dealing with others. Be considerate and understanding of other people's points of view. Understand and support the objectives of the wider team. Demonstrate consideration of the wider consequences of own actions.	A/I/R
5.5	Communicating and Influencing: Put forward your views in a clear, constructive and considerate manner. Use an appropriate method of communication for each person such as an email, telephone call or face-to-face, taking into consideration their individual needs. Use plain and simple language, being careful to check written work for errors. Consider the impact of language used on different groups of stakeholders. Remain honest and truthful when explaining opinions. Listen and ask questions to ensure your understanding.	A/I/R
5.6	Working Together: Proactively contribute to the work of the whole team and remain open to taking on new and different roles. Get to know your colleagues and build supportive relationships. Listen to alternative perspectives and needs, responding sensitively and checking	A/I/R

	understanding where necessary. Ask for help when needed and support others when the opportunity arises. Be aware of the need to consider your own wellbeing and that of your colleagues. Understand that bullying, harassment and discrimination are unacceptable.	
5.7	Developing Staff and Others: Identify gaps in your skills and knowledge and make plans of how to develop these. Take time to achieve development objectives. Listen to and act on feedback from colleagues to find areas you can develop. Share knowledge and skills learnt with colleagues to contribute to the learning and development of the whole team.	A/I/R
5.8	Managing a Quality Service: Gain a clear understanding of pupil/student needs. Plan, organise and manage your own time to deliver a high quality education to pupils/students. Act to prevent problems by identifying issues, reporting them and providing solutions. Keep colleagues up to date with progress.	A/I/R
5.9	Delivering at Pace: Always work with focus and pace to get the job done on time and to a high standard. Follow the relevant Trust policies and procedures. Use own knowledge and expertise to organise work. Keep focused on delivery and take responsibility for the quality of work produced. Keep a consistent level of personal performance. Keep managers and stakeholders updated on how work is progressing.	A/I/R

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. **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.