

JOB DESCRIPTION

POST TITLE :

IT TECHNICIAN

GRADE :

BAND 6

REPORTING RELATIONSHIP

**Director of IT & IT Manager (Bishop Hogarth
Catholic Education Trust)
Network Manager (School)**

JOB PURPOSE :

Under the guidance of senior staff: Provide specialist IT support in pursuit of the Trust's aims and objectives. Lead on discrete areas of IT infrastructure and installation.

- To support the Trust's Director of IT & IT Manager by taking a level of responsibility for the management of the schools IT systems including the installation, maintenance and upgrade of new hardware and software, under direction from the Trust IT Manager.
- Provide technical support and repair services to teaching staff, support staff and school resources to ensure the effective application and use of ICT services in all areas, making effective use of the Trust's Online IT Helpdesk system to respond to support requests and maintaining records of diagnosis and resolution.
- To support the Trust's IT Manager to help ensure unwanted online material is filtered via the filtering systems in place at all times.
- Ensure that adequate stocks of printer consumables are available and to advise the IT Manager / Network Manager of any shortfalls.
- To liaise with outside agencies, as and when appropriate.
- To support the delivery of training with staff and pupils across the school.
- To provide audio/visual support across the school. eg those using projectors and Interactive whiteboards and associated hardware.
- To update, when directed, school website / social media presence.
- Support teachers in the delivery of specialist subjects eg multimedia presentations as required by staff.
- From time to time support staff in the production of out of school hours events.
- To provide first line support for the Schools Server infrastructure as directed by the Trust IT Manager.
- To liaise with staff in the installation and deployment of specialist curriculum software and store such media safely.
- To take the lead on projects as directed by the IT Managers.
- To carry out other relevant duties which may be requested commensurate with the grade of the post.

In addition the Postholder is required to support for the Trust in the following ways:-

- Be aware of and comply with policies and procedures relating to child protection, health and safety and security and confidentiality, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop.
- Contribute to the overall ethos/work/aims of the Trust.
- Establish constructive relationships and communicate with other agencies/professionals, in liaison with the teacher, to support achievement and progress of pupils.
- Attend and participate in regular meetings.
- Participate in training and other learning activities and performance development as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- The post holder must carry out his/her duties with full regard to the Trust's Equal Opportunities and Racial Equality Policies in the terms of employment and service delivery to ensure that colleagues are treated and services delivered in a fair and consistent manner.
- To comply with health and safety policy and systems, report any incidents/accidents/hazards and take pro-active approach to health and safety matters in order to protect both yourself and others.

PLEASE NOTE THAT SUCCESSFUL APPLICANTS WILL BE REQUIRED TO COMPLY WITH ALL TRUST POLICIES, INCLUDING THE NO SMOKING POLICY.

*THE SUCCESSFUL APPLICANT WILL BE SUBJECT TO RELEVANT VETTING CHECKS, INCLUDING A SATISFACTORY **ENHANCED** DISCLOSURE BEFORE AN OFFER OF APPOINTMENT IS CONFIRMED. FOLLOWING APPOINTMENT THE EMPLOYEE WILL BE SUBJECT TO RE-CHECKING AS REQUIRED FROM TIME TO TIME BY THE TRUST.*

The Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION – IT TECHNICIAN

ESSENTIAL				DESIRABLE		
	Criteria No.	ATTRIBUTE	Stage Identified	Criteria No.	ATTRIBUTE	Stage Identified
Qualifications & Education	E1	NVQ Level 3 or equivalent qualification or experience in relevant discipline.	AF,C			
	E2	Excellent numeracy/literacy skills	AF,I			
Experience	E3	Effective use of ICT to support learning.	AF,R,I	D1	Experience of working in the schools or the education sector.	AF,R
	E4	Use of specialist equipment/resources.	AF,R,I	D2	Minimum of two years experience working within an IT technician role.	AF,R,I
	E5	Experience of working within a similar role.	AF,R,I	D3	Awareness of child protection issues.	AF,R,I
	E6	Experience of installing and configuring computer hardware and software.	AF,R,I			
	E7	Ability to work as part of a team.	AF,R,I			
	E8	Ability to self-evaluate learning needs and actively seek learning opportunities.	AF,R,I			
	E9	Ability to relate well to children and adults.	AF,R,I			

Knowledge	E10	Full working knowledge of privacy, acceptable use and GDPR legislation, policies and protocols.	AF,R,I			
	E11	Sound technical knowledge of network and PC operating systems.	AF,R,I			
	E12	Understanding of server and cabling infrastructure.	AF,R,I			
Skills	E13	Ability to organise and prioritise workload.	AF,R,I			
	E14	Ability to support the delivery of training to both staff and pupils.	AF,R,I			
	E15	Excellent customer care skills.	AF,R,I			
	E16	Ability to solve problems and design solutions.	AF,R,I			
Personal Attributes	E17	Organised and efficient	AF,R,I			
	E18	Reliable and punctual.	AF,R,I			
	E19	Calm and professional with a flexible approach towards work tasks.	AF,R,I			
	E20	Participate in development and training opportunities.	AF,R,I			
	E21	Ability to abide by school policies and procedures.	AF,R,I			

Special Requirements	E22	Motivation to work with children	AF,I,R,D			
	E23	Ability to form and maintain appropriate relationships and personal boundaries with children	AF,I,R,D			
	E24	Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline	AF,I,R,D			
	E25	The ability to converse at ease with pupils/public/public bodies and provide advice in accurate spoken English is essential for the post.	AF, I			
	E26	Suitability to work with children.	D			

Key – Stage identified	
AF	Application Form
C	Certificates
T	Tests
P	Presentation
I	Interview
R	References

Issues arising from references will be taken up at interview, all appointments are subject to satisfactory references