



The White Hills Park Trust

A Culture of Excellence

Job Description:	IT Technician
Location:	Bramcote College (base) – All Trust Schools
Salary Range:	NJE Grade 3, Points 5 to 7
Value:	£19,312 to £20,092
Contracted hours:	Full-time 37 hours per week – All Year Round

GENERAL INFORMATION

The following information is provided to assist staff joining the White Hills Park Trust to understand and appreciate the work, content of the post and the role they are to play in the organisation. Whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings have been used which assume all the usual associated routines.

PURPOSE OF THE POST

- To check and maintain the schools' ICT resources for safe, effective use by pupils and staff
- To provide technical support and support pupils and staff in the appropriate use of ICT
- To assist ICT teaching staff with administrative support and provide ICT classroom support to staff when requested

KEY AREAS

The installation and maintenance of the school's ICT resources

Desktop & Application Support

- Check all Curriculum PCs and peripherals daily for damage and malfunction. Take steps to ensure any problems are fixed. Record any damage appropriately.
- Connect, set up, and check PCs and peripherals for normal operation.
- Perform routine maintenance tasks, including installing basic software packages and setting common options and perform basic PC hardware repairs and upgrades.
- Maintain common hardware found in school; install applications and trouble-shoot basic problems and detect, diagnose and resolve PC, peripheral and application errors.

Server & Network support

- Set up hardware and perform basic checking of networked PCs.
- Perform routine tasks to maintain user accounts and permissions, including implementing disk space and printer quota policies.

The support and management of the Trust's ICT service

Configuration & Installation

- Update records of installed hardware and software; maintain a software library and store original copies of installed applications.
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Continuity, Maintenance & Security

- Follow routine maintenance procedures.
- Follow school backup, virus protection, and security procedures.

Support Request Management

- Record and accurately support requests, outcomes, and time taken on the helpdesk system.
- Investigate requests for support; record diagnostic information, retrieve details of similar requests and either resolve or escalate to the appropriate level.
- Respond to support requests according to Trust procedures, recording detailed diagnostic information and using appropriate knowledge bases/logs to inform diagnosis and resolution.
- Determine whether an immediate solution is both required and possible; ensure steps are taken to find a permanent solution if not immediately possible.

Internal Support Arrangements

- Escalate contract/warranty issues appropriately.

The development of the Trust's ICT service

Strategy & Planning

- Identify possible ICT requirements and solutions and advise the Trust IT Services Manager or Senior IT Technician.

Budget

- Purchase consumables and maintain stock following school procedures.

Administrative and classroom support

- To support ICT co-ordinator and teaching staff in the maintenance of student records/materials as appropriate.
- Provide classroom support to teaching staff who request it, delivering assistance and advice to pupils in lessons under the direction of the teacher or Trust IT Services Manager.
- Keep electronic displays up to date as required (e.g., Display screens, etc).
- Helping to maintain school/Trust websites through addition of articles and proactively seeking content/contributions from staff and students.
- Assist teaching staff in creating and developing online resources on Microsoft 365 and Google Classroom.
- To support the Trust family of schools, including primaries.

RELATIONSHIPS

To be responsible to:

- The CEO, with line management through the Trust IT Services Manager.

To co-operate with:

- Trustees and local governing bodies, making such reports as required
- All colleagues, both teaching and support staff

- LA, advisers and the school SIP Inspection teams
- Unions and other organisations representing teachers and other persons on the staff
- Persons and bodies outside the school to ensure that the schools work in harmony with the community

Health and Safety

- Be aware of the responsibility for personal health, safety and welfare and that of others who may be affected by your actions or inactions.
- Co-operate with the employer on all issues to do with Health, Safety, and Welfare.

Continuing Professional Development

- Reflection on own practice and private study and undertake any professional development necessary as identified in SIP.
- Maintain a professional portfolio of evidence to support performance management process.
- Participation in the Trust's staff appraisal programme
- Participation in appropriate in-service education programmes

This is a Multi-Academy Trust and the post holder may be required to hold a comparable post on another site within the Trust, if the situation arises.

The job description may be subject to amendment or modification, should circumstances change, but any changes will be discussed with you in the first instance.

In addition to the duties specified you may be asked to undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific cases. To provide flexibility and to meet the priorities of the Trust during times of peak work flow you will be asked to support other members of the Trust team undertaking duties that may be below your current grading.

The job description does not form part of the contract of employment.