# JOB TITLE: ICT TECHNICIAN

**CONTRACT: PAY: £20,000 pa**

#  HOURS: 37.5 per week

 **WEEKS: Full Year**

**RESPONSIBLE TO:** Director of Finance & Operations

**RESPONSIBLE FOR:** No line management or supervisory responsibilities

**MAIN PURPOSE OF JOB:**

* To ensure the availability of a fully operational network infrastructures at assigned schools and the central Trust. This includes user devices such as computers, laptops, projectors, tablets and any other ICT equipment or ICT system used.
* To provide first-line technical support to assigned schools and the central Trust.

**MAIN DUTIES:**

* To ensure the efficient running of and maintenance of all ICT facilities including hardware, software, peripherals, anti-virus, security and backups.
* To ensure that all faults reported via the ticketing system are responded to in a timely manner and rectified as soon as possible, keeping the ticket author updated on progress and escalating any unresolved issues to one of the IT Network Managers as appropriate.
* To ensure all electronic systems such as Active Directory, BioStore, Impact, Inepro, InVentry, SIMS etc are secure, up to date and GDPR compliant
* To ensure all Trust ICT policies and procedures are strictly adhered to and all paperwork issued to staff is returned and filed before allowing access to the system.
* To install new and update existing hardware devices, using technologies such as SCCM
* To install new and upgrade existing software, ensuring all licensing requirements are followed
* To carry out fault finding and organise the maintenance and repair of equipment with third-parties as necessary
* To be aware of all matters relating to Health & Safety and to have a knowledge of and be able to implement safe working practices
* To ensure ICT spaces are clean and tidy, and hardware is cleaned and maintained on a regular basis
* To ensure that Hardware and Software Asset Registers are up-to-date with serial numbers and other key information recorded accurately
* Responsibility for safeguarding and promoting the welfare of pupils
* To provide appropriate levels of staff training as required, including the creation of self-help guides
* To report any misuse of the systems
* Any other duties commensurate with the grade of the post

This job description will be reviewed annually and may be amended according to changing requirements.

Person Specification

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** | **HOW IDENTIFIED** |
| QUALIFICATIONS | GCSE Maths & English (orequivalent) at Grade C or above | 5 GCSE’s grades A\*-C or equivalent (including English, Maths & IT)Microsoft qualification such as MCP/MCSA/MCSECisco CCNA/CCNP | Application formQualification Certificates |
| SPECIALIST KNOWLEDGEAND SKILLS | Ability to install softwareAbility to install and repair hardwareKnowledge of Microsoft Software including OfficeGood organisational and interpersonal skills | Experience of Audio/VisualEquipmentExperience of telephone systems and supportKnowledge of Apple operating systems, including central management via an MDM such as Jamf or Meraki. | Application form and interviewIT test |
| RELEVANT EXPERIENCE | Experience of networking, dealing with Servers, Switches, Routers and Wireless systems.Experience of Helpdesk support.Experience of building and configuring PC’s | Experience with Windows Servers, including Active Directory, DNS and DHCP.Experience with Microsoft SQL.Experience of Cloud based systems including Office365 and Google. | Application formInterview |
| ADDITIONAL FACTORS | Flexible approach to workFlexibility to work across assigned Academy sites in CambridgeshireFull Drivers Licence and ability to use own carCommitment to customer care | Ability to present information | Interview and application form |

The postholder will be required to work in schools and the central trust offices across Cambridgeshire therefore a full current driving licence will be required as will access to a vehicle. Reimbursement for miles completed on work business will be at the current HMRC rate of 45p per mile up to 10,000 miles