

### JOB DESCRIPTION

<b>Job Title</b>	<b>IT Technician</b>
<b>Grade</b>	Essex Pay Scale 5 (9-12) plus Outer Fringe Allowance
<b>Reports to</b>	Director of IT
<b>Location</b>	DET Central Trust office in St Martin's School with regular travel to Trust Schools.
<b>Working pattern</b>	5 days per week; full time; 52 weeks per year. We welcome discussions around part time options for the right candidate.
<b>Liaison with</b>	School IT Teams, Central Trust team, Headteachers and Senior Leadership Teams (SLTs), Trust staff, parents/carers, visitors, external agencies, Members, Trustees and Local Governors.
<b>Job Purpose</b>	The prime function of the IT Technician is to ensure that all IT Networks and facilities are correctly supported and maintained to improve the quality of IT provision available to students and staff.
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Assist and support with the Installation and maintenance of all hardware and software</li> <li>• Contribute to the smooth running of IT Networks</li> <li>• Check classrooms at regular intervals to ensure everything IT related is tidy and in good working order. Log, repair and replace where necessary</li> <li>• Keep comprehensive equipment records on the Trust Asset Management system</li> <li>• Prioritise technical support tickets via the Trust Helpdesk system</li> <li>• Maintain the IT disposals/scrapped equipment register and consumables stock lists</li> <li>• Maintain Active Directory and M365, setting up new users, password resets etc.</li> <li>• Research, evaluate, test and install software</li> <li>• Give technical advice, guidance and demonstrations where required</li> <li>• Keep up to date with new technology and advising others as appropriate</li> <li>• Assist in ensuring compliance with copyright, GDPR and other licensing requirements</li> <li>• Liaise with teaching staff regarding their requirements, to ensure that appropriate technical support and resources are provided in lessons</li> <li>• To provide technical support to the Central Trust Team and its schools where required</li> <li>• Provide cover for technical staff where required</li> <li>• Assist the Director of IT with Trust IT projects and improvements</li> <li>• Contribute to policy development e.g. data protection policies, ICT strategic plan etc.</li> <li>• Be responsible for maintaining and updating Trust websites and SharePoint content ensuring that all information is up to date and correct.</li> </ul>

<b>General</b>	<ul style="list-style-type: none"> <li>• Participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with the Director of IT.</li> <li>• Comply with individual responsibilities, in accordance with the role, for health and safety in the workplace.</li> <li>• Ensure that all duties and services provided are in accordance with the Trust's Equality Policy.</li> <li>• The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.</li> <li>• The duties above are neither exclusive nor exhaustive and the post-holder may be required by the Director of IT to undertake appropriate duties within the context of the job, skills and grade.</li> </ul>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• All Trust staff must adhere to the DET Safeguarding and Child Protection Policy and associated procedures, including engaging in annual safeguarding training.</li> </ul>

**PERSON SPECIFICATION  
IT TECHNICIAN**

	<b>Detail</b>	<b>Examples</b>
<b>Qualifications &amp; Experience</b>	Specific qualifications & experience	Successful experience working in specialist area in learning environment NVQ Level 3 or equivalent in specialist area
	Knowledge of relevant policies and procedures	Good knowledge of school procedures Working knowledge of relevant ICT systems
	Literacy	Ability to read and write complex and technical reports
	Numeracy	Good numeracy skills
	Technology	Excellent working knowledge of equipment and ICT packages relevant to specialist area
<b>Communication</b>	Written	Ability to write detailed reports, letters etc
	Verbal	Ability to use clear language to communicate complex information unambiguously Ability to listen effectively
	Languages	Overcome communication barriers with children and adults Knowledge of specialist terminology etc.
	Negotiating	Ability to negotiate effectively with adults and children
<b>Working with children</b>	Behaviour Management	Ability to demonstrate effective implementation of the school's behaviour management policy
	SEN	Detailed understanding and awareness to support the differences in children and adults in relation to the role
	Curriculum	Detailed understanding of the school curriculum in support of the role and advise and support others relevant to specific area

	Child Development	Detailed <u>u</u> nderstanding of how the role contributes to child development and be pro-active in putting forward ideas for improvements
	Health & Wellbeing	Understand and support the importance of physical and emotional wellbeing
<b>Working with others</b>	Working with partners	Ability to make a proactive contribution to the work of the team supporting children
	Relationships	Ability to establish rapport and respectful and trusting relationships with children and other adults
	Teamwork	Ability to work effectively with a range of adults Ability to make a distinctive contribution to the work of the work a team
	Information	Ability to provide timely and accurate information
<b>Responsibilities</b>	Organisational skills	Excellent organisational skills Ability to remain calm under pressure
	Line Management	N/A
	Time Management	Ability to plan and manage own time effectively
	Creativity	Demonstrate a highly creative approach to supporting children and staff and an ability to resolve complex problems independently
<b>General</b>	Equalities	To demonstrate a commitment to equality, diversity and inclusion
	Health & Safety	Thorough knowledge of Health and Safety legislation
	Wellbeing	Support the Trust's commitment to wellbeing
	Safeguarding & Child Protection	To understand and implement safeguarding and child protection procedures and complete all required relevant training
	Confidentiality/Data Protection	To understand procedures and legislation relating to confidentiality. An appreciation of the need for professional confidentiality and discretion
	CPD	To demonstrate a clear commitment to develop and learn in the role Ability to effectively evaluate own performance and share knowledge with others