



Hadrian Learning Trust

**JOB DESCRIPTION**

<b>Post Title:</b>	IT technician	<b>Director/Service/Sector:</b>	Children's Services
<b>Band:</b>	Band 5	<b>Workplace:</b>	HMS and QEHS, Hadrian Learning Trust
<b>Responsible to:</b>	Trust Network Manager	<b>Date:</b>	March 2024
<b>Job Description Ref:</b>	ICT5 HLT		

**Responsible for:**

**Contact with young people:** This role requires regular, ongoing and unsupervised contact with young people. This contact is direct and could potentially be on both a, 1:1 and group basis within the workplace. The degree of responsibility for young people is outlined below in the role and responsibilities area of the form.

**Job Purpose:**

To provide an efficient and effective ICT technical support service to the Trust and to support the maintenance and development of the Trust's ICT resources. Where directed by the Network Manager, to assist in curriculum and administration support as appropriate.

<b>Resources</b>	Staff	None
	Finance	Orders and invoices,
	Physical	Office equipment, IT and network equipment,
	Clients	Internal (Teachers, Other Staff, Pupils) and External (Parents, Visitors, Members of the Public)

**Duties and key result areas:**

**Key responsibilities linked to the role:**

**Organisation and administration**

- Communicate with other staff to improve efficiencies.
- Train and develop staff as appropriate in relation to technical software and hardware.
- Contribute to the planning, development and organisation of the technical support service in relation to systems/procedures/policies.
- At the direction of the Network Manager, assist in the planning, development and implementation of the Trust IT strategy.
- Adhere to Data Protection legislation, policies, and procedures to minimise sensitive data exposure risk.
- Assist in the development of the Trust's ICT compliance systems.
- Provide technical support to the Trust Board where directed.
- Develop professional and productive relationships with all colleagues and stakeholders.
- To undertake appropriate professional development including adhering to the principle of performance development.

**Technical aspects of role**

- To ensure that the ICT facilities across the trust are fully functional and maintained.
- Routinely check on equipment for damage or misuse and report any findings to the Network Manager.

- To deliver and set up portable and non-portable ICT equipment as required by staff.
- To be responsible for the general day to day maintenance of the Trust's ICT equipment.
- Maintain and update network documentation and inventories.
- Ensure patch management and anti-virus systems are functioning correctly for Cyber compliance purposes.
- To maintain a weekly work log, recording details of tasks undertaken and regular reporting to the Network Manager.
- Diagnose any hardware or software issues and either implement a resolution or escalate the issue.
- To provide technical support during the in-service training of staff.
- Promote the effective use of ICT facilities to staff and students, to include creating and maintaining user guides.
- To promote the safeguarding and welfare of people you are responsible for.
- To ensure all tasks are carried out with due regard to Health & Safety policy and procedures.
- Help in the management and maintenance of the Trust's network infrastructure including managing network switches, patching network cables, and management of the wireless infrastructure.
- Support the management and maintenance of the Trust's internet provision including firewall and filtering.
- Take responsibility for projects allocated by the Network Manager with appropriate support from the Network Manager.
- Keep abreast of IT developments and assist in the research of new technologies to ensure the Trust's IT systems are fit for purpose.

### Resources

- Operate relevant ICT equipment and complex ICT software.
- Monitor and manage stock within an agreed budget, cataloguing resources and undertaking audits as required.
- Provide advice and guidance to staff, pupils and others.
- Undertake research and provide information to inform decisions.
- Assist with procurement and sponsorship.
- Processing of invoices and paperwork associated with the finance management of a school, as directed by the Finance Manager.
- Assist with the marketing and promotion of the school.
- Manage the administration of facilities including the use of school premises.
- Assist the CFO to feed into the planning, monitoring and evaluation of the school's budget in relation to IT resources.
- Manage expenditure within an agreed budget.

### Responsibilities

- Comply with and assist with the development of Trust policies. The post holder must carry out his/her duties with full regard to the Trust's Child Protection, Equalities and other relevant policies in the terms of employment and service delivery, to ensure that colleagues are treated and services delivered in a fair and consistent manner with procedures relating to:
  - Safeguarding and Child protection.
  - Health and safety - the post holder is required 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 oneself and others.
  - Data protection.
  - Confidentiality and data protection, reporting all concerns to an appropriate person.

○ Conduct.

- Support the school's policies that ensure equality of opportunity across a range of abilities.
- Contribute to the overall ethos of the school and work in such a way as to promote and align oneself to the professional standards, ethos and vision of the school.
- Establish constructive relationships and communicate effectively with external agencies.
- Attend and participate in regular meetings.
- Participate in training and development as required.
- To undertake First Aider training (if required by the Trust HS and E policy) appropriate with the role and nature of activity.
- To undertake other duties and responsibilities as required commensurate with the grade of the post.

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. You are therefore under a duty to use the school's procedures to report any concerns you may have regarding the safety or well-being of any child or young person.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to adopt a professional, courteous demeanour at all times during communication with colleagues, visitors, or students.

The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

#### Work Arrangements

Transport requirements:	Occasional travel for meetings or CPD
Working patterns:	Normal work patterns
Working conditions:	Normally indoors

#### PERSON SPECIFICATION

Essential	Desirable	Assess by
<b>Knowledge and Qualifications</b>		
<ul style="list-style-type: none"> <li>• Relevant IT Support Courses at NVQ4 or equivalent</li> <li>• 5 GCSE or equivalent including Math and English</li> <li>• Microsoft operating systems including Windows Server 2012/2016/2019 and Windows 10.</li> <li>• Cloud technologies; preferably Office 365, OneDrive and SharePoint.</li> <li>• Working with server virtualisation technology; preferably VMWare.</li> <li>• Active Directory Domain Services and Group Policy.</li> <li>• An understanding of the 7-layer OSI model.</li> <li>• Linux/Unix shell including using a shell-based text</li> </ul>		(a), (t), (g)



<p>editor such as Vim.</p> <ul style="list-style-type: none"> <li>• A good understanding of VLANS preferable.</li> </ul>		
<b>Experience</b>		
<ul style="list-style-type: none"> <li>• Installation and configuration of computer hardware.</li> <li>• Providing technical support in an educational or commercial environment.</li> <li>• Experience in supporting networks.</li> <li>• Implementing system upgrades and carrying out server maintenance.</li> <li>• Installing applications on client server networks.</li> <li>• A good understanding of the TCP/IP protocol and able to troubleshoot connection issues.</li> <li>• Understanding and implementing network permissions.</li> </ul>		(a), (i), (g)
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>• Determines when issues should be escalated to a higher level.</li> <li>• Adopts a collaborative approach to work.</li> <li>• Careful and methodical approach to mission critical tasks, especially when troubleshooting.</li> <li>• Follow instructions accurately.</li> <li>• Excellent time management, organisation, and planning skills.</li> <li>• Good verbal and written communications skills.</li> <li>• Excellent team working skills and the ability to work on your own initiative</li> <li>• Customer focused.</li> <li>• Absorbs technical information, when it is presented systematically and applies it effectively.</li> <li>• The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post. Candidates must be able to fulfil all spoken aspects of the role with confidence through the medium of English.</li> <li>• Ability to deal simultaneously with the conflicting demands of a number of service users.</li> </ul>		(a), (i), (t)
<b>Physical, mental and emotional demands</b>		
<ul style="list-style-type: none"> <li>• Ability to work under pressure to meet deadlines.</li> <li>• Ability to maintain vigilance to ensure children remain safe and secure in a shared area with the general public.</li> </ul>		(i)
<b>Other</b>		
	Evidence of learning beyond the	(a), (i)



<ul style="list-style-type: none"> <li>• Willingness to participate in personal and professional development.</li> <li>• Self-motivated and able to work under own direction on a day-to-day basis.</li> <li>• Passion for communication to inspire others.</li> </ul>	work place	
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits