Matrix Academy Trust
Job Description – IT Technician

Reports to:	Head of ICT Services
Arrangement:	Full time – 37 Hours Monday to Thursday 8.00am to 4.00pm Friday 8.00am to 3.30pm with half an hour lunch. All year round (including school holidays) 22 days' holiday + 9 bank holidays
Salary:	Scale Group 4 Spine Points 13-16
Main Purpose:	To provide IT Technical support to all users of information technology within the Trust with the aim of assisting Staff and Students to work more efficiently by ensuring all technical equipment and software is operating correctly. The post holder will be responsible for logging calls, resolving desktop support queries and implementing planned installation and upgrades of information systems as directed.
Main Duties:	- To provide technical support to staff and students either in person, in the classroom, over the telephone or remotely. - To proactively participate in the Central Help Desk service, to provide support for users of the Trust ICT hardware and software, within agreed time scales. - To investigate, diagnose and resolve ICT support issues, working with users, other staff and 3rd party suppliers as appropriate taking ownership for resolution of the issue. - To follow agreed plans to install or upgrade items of hardware and/or software, using supplied tools; following agreed standards, procedures and time scales. - To provide up to date user training to meet the changing world of IT; where applicable provide instruction manuals/sheets for non-technical users. - To administer users on the school network including the creation/deletion of user accounts. - To monitor IT operations to ensure a reliable network, this includes but not limited to: - To monitor Server /Product updates to ensure they are up to date - To monitor the school backup daily to ensure they are successful - To monitor the school anti-virus daily to ensure all devices are healthy and have the latest virus definitions - To maintain Shared areas on the network, promoting good housekeeping and compressing files where necessary. - To work with senior IT staff to configure and maintain connectivity of the network and servers. - To assist staff with their ICT needs during school assemblies, parental events, training events and parent events as directed by the Trust

	• To maintain and update the hardware and software asset register • To install, maintain and repair varying types of educational based ICT hardware and software • To assist with the purchase of the consumable and equipment, ensuring stock levels are maintained in line with Teaching & Learning requirements. • Travel to other sites within the Trust to provide assistance when required • Attend team meetings • Work / Assist other IT Technicians within the Team • Take direction from Senior IT Staff • Implement Change as directed by the Head of ICT Services / CEO
Additional Duties:	• Developing and understanding of trust policies and procedures, complying with their contents and raising concerns in a timely manner • Actively participating in the Performance Management processes within the trust • Identify personal training needs and participate in training and performance development whenever required • Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with. • Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person. • Be aware of, support and ensure equal opportunities for all. • Contribute to the overall ethos/work/aims of the Trust and supports its distinction mission • Appreciate and support the role of other professionals. • Attend and participate in relevant meetings as required • Any other duty as deemed appropriate to the post by the Head of ICT Services / CEO.

This job description may be amended at any time, following consultation between the Headteacher and postholder. These are broad descriptions of the types of duties/activities expected of the post and are not an exhaustive list.

The Headteacher retains the right, as a condition of your employment, to require you to undertake such other duties as may reasonably be expected of you in this post. These duties will correspond to the general character of the post and are commensurate with its level of responsibility.

Postholder Name:………………………………… Date: …………………………

Postholder Signature:…………………………….. Date: …………………………

MATRIX ACADEMY TRUST
Person Specification – IT Technician

Factors	Essential or desirable	Measured by A - application S - selection method I - interview
Qualifications		
Adequate level of literacy and numeracy (GCSE grade C or equivalent in English & Maths).	E	A
A Levels / further higher level qualification related to ICT (or experience)	E	A
Experience and Knowledge		
Experience working in an IT role (or relevant qualifications)	E	A
Computer and keyboard skills and to be able to operate relevant office equipment and IT packages (Microsoft Office)	E	I
Familiar with office equipment e.g. phone systems, copiers	E	A/I
Working within a school or busy environment	D	A/I
Confident user in a wide range of computer and operating systems e.g. Windows 10, Server 2012, 2016	E	A/I
Experience working with MIS system	D	A/I
Knowledge of Office 365	D	A/I
Practical Skills, Personal Qualities and Behavioural Attributes		
Excellent verbal and written communication skills	E	A/I/S
Good time-management, organisational skills and work-planning	E	I
Effective team worker	E	I
An ability to provide high levels of customer care at all times	E	I
Excellent inter-personal skills, with both children and adults	E	I
Self-motivated and enthusiastic	E	A/I
An open, honest and active listener	E	I
An ability to remain calm when under pressure	E	I/S
A friendly, professional and respectful approach which demonstrates support and a commitment to providing a quality service	E	I
Able to confidently handle customer queries and challenges	E	I