

Organisation:	Wardle Trust
Section:	Associate Staff
Location:	Anticipated to be based at Falinge High School, Rochdale but there will be a requirement to work within partner/SLA Schools of the Trust as required
Job Title:	1 st Line / 2 nd Line IT Support Technician
Hours:	36 ¼ hours All Year Round
Grade/Salary:	Sc5
Grade Range:	Points 22 to 25
Accountable to:	IT Manager
Accountable for:	N/A
Special Conditions of Service:	<p>All posts require satisfactory pre-employment checks including enhanced DBS clearance prior to appointment. From time to time you may be expected to work outside normal working hours to participate in duties that are otherwise not indicated in your job description. (Example): Supporting Open Evenings and other out of hours school events as and when required.</p> <p>You would be expected to work outside normal working hours to participate in routine systems upgrades and general maintenance that is not possible during normal working hours.</p> <p>Requirement to undertake First Aid Training and provide first aid cover as necessary.</p> <p>A full driving licence and access to a vehicle with business insurance is required.</p>

Wardle Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Organisational Chart:

IT Manager
Assistant IT Manager
IT Support Technician

PURPOSE AND OBJECTIVES OF THE ROLE

To provide a high quality, efficient IT service which supports the Academy Trust and partner schools.

Daily contact will be required to respond to end user support calls, where you are required to provide technical support in identifying user, software and hardware problems.

Methods of communication will be by telephone, email, written and in person. You are expected to maintain a high level of professional conduct at all times.

Control of Resources

Personnel

N/A

Safeguarding

Fulfill responsibilities and obligations in relation to the safeguarding of children.

Financial

To work in accordance with Financial Regulations and procedures of the Academy Trust.

Equipment/Materials

To be responsible for the safe use of equipment/materials used by self, colleagues and students accountable to the post holder.

To adhere to the Academy Trust rules and regulations relating to the use of IT, e-mail and intranet/internet access.

Health/Safety/Welfare

Responsibility for the safety and welfare of self, colleagues and students in accordance with the Health and Safety Policies of Wardle Trust, and current legislation.

Equality and Diversity

To work in accordance with Wardle Trust's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with Wardle Trust's Appraisal Framework.

Relationships (not exhaustive)

Headteacher

Senior Leadership Team

Colleagues

Teaching Staff

Associate Staff

Students

Parents

Visitors

Contractors

Values and Behaviours

ACCOUNTABILITY - Aiming for excellence, taking responsibility and being answerable for actions.

STRENGTH – Having the courage to take risks, be innovative and embrace change.

PASSION – Enjoying an enthusiasm for learning and living.

INTEGRITY – Knowing and doing what is right regardless of influence.

RESPECT – Valuing and caring for the environment, self and others.

ENDURANCE – Maintaining efforts in order to maximise success.

Wardle Trust has high expectations of its pupils and staff and we expect our employees to be aware of, and apply these values and behaviours at all times.

Responsibilities

The postholder must:

1. Perform his/her duties in accordance with the Equal Opportunities Policy.
2. Ensure that the Trust's commitment to public service orientation and care of our customers is provided.
3. Be able to render regular and efficient service to undertake the duties of this post.

Principal Duties

- To provide IT support to Wardle Trust and partner schools ensuring that targets and standards are met in accordance with the Teaching and Learning ethos.
- To ensure that all help desk calls are dealt with appropriately and escalated where necessary in accordance with policies set and in accordance with service level agreements as required by the IT Manager.
- To provide and maintain computer equipment and peripherals to staff and students ensuring that maximum uptime is achieved.
- To provide disaster recovery support following routine code of good practice
- To support the IT Manager in desktop and server builds including safe recovery procedures.
- To support the IT Manager in routine network monitoring and maintenance using tools provided.
- To support the IT Manager in image builds, captures and deployment.
- To monitor network activity ensuring the networks runs smoothly.
- Undertake training as required and responsible for keeping abreast of any new developments and changes to technical guidelines.
- To advise the IT Manager of any problems that may affect the efficient running of the department both short and long term.

Administration

- Keep an events log of all incidents, faults for reference purposes.
- Keep the inventory/ asset database up to date.
- To ensure that management information is collected and maintained.
- To create and update IT related documentation.

Responsibilities for equipment and other school resources

- Responsible for the safeguarding of computer rooms and equipment, ensuring that data is stored safely, and backed up in accordance with the backup strategy in operation.
- Responsible for keeping the school equipment inventory up to date ensuring that equipment is asset tagged and clearly recorded in the asset database, including equipment that has been moved or disposed of.

- Responsible for the safe dismantling and disposal of computer equipment, ensuring compliance with Hazardous Waste Regulations.
- To be compliant with health and safety rules and regulations, reporting accidents or hazards immediately.

Secondary Duties

1. To attend and participate in meetings as required.
2. To participate in programmes of training as a trainee and when required as a trainer facilitator.
3. To support and participate in team working within the Trust, including working within other areas as required in the light of operational needs of the Trust and to facilitate the career development of the post holder.
4. To undertake such other duties and responsibilities of an equivalent nature commensurate with the level of responsibility that may be allocated periodically, as may be determined from time to time by the Headteacher (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description Prepared by: _____ Date: _____

Postholder Signature: _____ Date: _____

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once each year as part of the performance management cycle and may be subject to modification or amendment at any time after consultation with the post holder.

Wardle Trust Person Specification

Organisation :	Wardle Trust	Post:	1st Line / 2nd Line IT Support Technician
Section :	Associate Staff	Scale:	Sc 5

Note to Applicants:

Essential Criteria (E) are the qualifications, experience, skills or knowledge that you **MUST** **SHOW YOU HAVE** to be considered for the job.

There are a range of methods by which this information can be obtained. The '*How Identified*' column illustrates how the Trust will obtain the necessary information about you.

For example: Where **(AF)** is indicated next to an *Essential Criteria* you **MUST** include details relating to this aspect in your **Application Form**. You must include examples from either paid or voluntary work. Do not leave gaps in employment.

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Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
Qualifications		
Minimum CompTia A+ and/or N+ qualification or higher	D	AF, I, check certificates
Current IT vendor certification Or ability to demonstrate equivalent experience	D	AF, I, check certificates
Willingness to complete appropriate training and professional development	E	AF, I
Skills and Experience		
Good communications and interpersonal skills	E	AF, I
Logical thinker and ability to act on own initiative	E	AF, I
Experience of working within a busy customer focused, service driven IT support department preferably (but not essential) within a school environment	E	AF, I
Experience of: Microsoft Office 2013, Windows 7 and Network printers	E	AF, I
Server and desktop administration skills, able to identify and resolve server and desktop operating system faults	D	AF, I
Support the installation of hardware, software and peripherals	D	AF, I
Experience of working with modern versions of Microsoft Server and Microsoft Desktop operating systems	D	AF, I
Experience working with cloud products such as Office 365 & G Suite.	D	AF, I
Knowledge and Ability		
Understanding of the importance of safeguarding/child protection when working in a school setting	E	AF, I
Able to diagnose faults and find solutions to the problem, understanding the importance of adopting a logical approach to fault finding, working within codes of good practice	E	AF, I
Ability to prioritise own workload, work as part of a team and work to deadlines	E	AF, I
Knowledge of working with current IT technologies including hardware and software	E	AF, I
Knowledge of routine PC maintenance procedures and fault diagnostics	E	AF, I
Ability to relate well to both Staff and Students with a range of	E	AF, I

IT abilities		
Flexible and open minded approach to completion of work	E	AF, I
Detailed knowledge of a wide range of IT technologies with a particular focus on IT in education	D	AF, I
Detailed knowledge of fault diagnosis and remedy	D	AF, I
Genuine interest in current and emerging technologies and their relevance / application in education	D	AF, I
Values and Behaviours		
<p>Approach the job at all times using the values and behaviours of the ASPIRE ethos:</p> <p>ACCOUNTABILITY - Aiming for excellence, taking responsibility and being answerable for actions.</p> <p>STRENGTH – Having the courage to take risks, be innovative and embrace change.</p> <p>PASSION – Enjoying an enthusiasm for learning and living.</p> <p>INTEGRITY – Knowing and doing what is right regardless of influence.</p> <p>RESPECT – Valuing and caring for the environment, self and others.</p> <p>ENDURANCE – Maintaining efforts in order to maximise success.</p> <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF, I
Special Working Conditions		
From time to time you may be expected to work outside normal working hours to participate in duties that are otherwise not indicated in your job description. (Example): Supporting Open Evenings and other out of hours school events as and when required	E	AF, I
You would be expected to work outside normal working hours to participate in routine systems upgrades and general maintenance that is not possible during normal working hours	E	AF, I
A full driving licence and access to a vehicle with business insurance is required	E	AF, I
This post is based at Wardle but there may be a requirement for you to work at any of our partnership schools as required	E	AF, I
Requirement to undertake First Aid Training and provide first aid cover as necessary	E	AF, I