

Job Description for IT Technician

Job Title:	IT Technician
Reporting to:	Lead IT Technician
Responsible for:	Supporting the delivery of the IT Service primarily to Harrop Fold and 9 other academies within the shared service as required
Role Purpose:	Working as part of an ICT delivery service team to provide IT support and contribute to the effective operation, maintenance and repair of all computers and computer related resources throughout the academy.

Key Responsibilities

- Provide first line technical support, responding to users' helpdesk requests in a timely and effective manner to minimise any disruption to teaching, learning or administration at Harrop Fold.
- Monitor the performance and fitness for purpose of end-user devices and peripherals at Harrop Fold, resolving hardware and software faults, finding temporary workarounds where necessary and escalating within the IT Service where provision is no longer suitable.
- Under the direction of Lead IT Technician, monitor and manage network stability and performance at Harrop Fold.
- Under the direction of Lead IT Technician, implement change requests at Harrop Fold.
- Under the direction of Lead IT Technician, ensure compliance with backup, anti-virus and other security provisions at Harrop Fold.

Specific Duties

Service Operation

- Actively monitor or respond to assigned helpdesk jobs with diligence, contributing to the meeting of SLA measures at Harrop Fold.
- Log any helpdesk incidents reported verbally, to enable them to be adequately tracked, resolved and reported on.
- Search knowledge base/ logs of previous calls to inform diagnosis and resolution.
- Record detailed diagnostic information to assist with the building of the knowledge base.
- Where a satisfactory and immediate fix is not possible, escalate within the IT Service.

IT Estate

- Support, maintain and deploy all IT hardware and software resources used by Harrop Fold without exception, subject to exclusions which the SLT wishes to make (eg Hall AV):
 - Install and test new peripherals;
 - Follow manufacturers' instructions to support the use of hardware, such as installing drivers;
 - Perform basic PC hardware repairs and upgrades;
 - Diagnose and resolve basic PC, printer, peripheral and software faults;
 - Install applications and other software, configure and test and carry out any required maintenance of applications (e.g. install service packs);
 - Log and save users' change requests and escalate through the helpdesk;
 - Install and maintain standard network cabling;
 - Perform basic diagnostic and recovery routines on network equipment;
 - Follow detailed instructions to configure network clients, including allocating required software and connecting to the correct server;
 - Implement disk space and printer quota policies;
 - Follow instructions to maintain user accounts and permissions.
- Contribute to the maintenance of an accurate and up-to-date hardware asset register at Harrop Fold.
- Contribute to the maintenance of an accurate and up-to-date software register at Harrop Fold including license details, renewal dates and costs.
- Test and prove the efficacy of the backup procedures on a scheduled basis at Harrop Fold.
- Actively maintain and monitor the anti-virus/ anti-malware provision and overall security of the IT systems at Harrop Fold on a daily basis to ensure the integrity of data, systems and resources.

- Manage active network components including switches and routers at Harrop Fold, escalating to second line support where necessary.
- Monitor Wide Area Network links at Harrop Fold, escalating to second line support where necessary.
- Maintain internet filtering systems at Harrop Fold.
- Be alert to any emerging technical risks at Harrop Fold escalate within the IT Service.
- Support, assist and train as required all staff, students and visitors as deemed appropriate by Harrop Fold.

Personal IT Competences

- An understanding of the management and troubleshooting of networked systems.
- A strong skillset in the management of users within a Windows environment.
- The ability to troubleshoot issues with hardware, identifying faults and resolving/ escalating as required.

General

- Develop excellent working relationships with colleagues internally, centrally and externally.
- Be an effective and flexible member of the IT Service team.
- Adhere to Group policies and procedures at all times.
- Ensure any documentation produced is to a high standard and is in line with the in-house style.
- Be aware of and comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person.
- Participate in training and other learning activities as required.
- Participate in the Performance Management process.
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
- To represent Harrop Fold at events as appropriate.
- To support and promote Harrop Fold and United Learning's ethos.
- To undertake any other duties and responsibilities as reasonably required by the IT Service Manager or SLT at Harrop Fold.

This post may involve both evening and weekend work and the post holder will need to demonstrate a large degree of flexibility and willingness to work unsocial hours. The need to adapt working hours around the business need of the academy is an expectancy of the job role.

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings have therefore been used, in which case all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the post holder.

Elements of this job description and changes to it may be negotiated at the request of either the Head of Schools' IT Strategy or the incumbent of the post.