Truro and Penwith Academy Trust

Truro and Penwith Academy Trust is a supportive and collaborative organisation with one primary focus: the improvement of teaching and learning within Cornwall

JOB DESCRIPTION

Role:	ICT Technician (Level 2) – based at a Trust school
Job Title:	Mobile ICT Technician (Level 2)
Salary:	TPAT Point 8
Responsible to:	Digital Transformation Lead & ICT Manager
Direct Supervisory Responsibility for:	None
Important Functional Relationships: Internal/External:	TPAT Central Team, Partnership Headteachers & Governors, Senior Leadership Teams, Teachers, Support Staff, Pupils, Students, Parents/Carers, Suppliers of Goods and Services, External Contractors, Businesses & Agencies

Main Purpose of the Job:

To contribute to the delivery of an effective ICT support service throughout Truro and Penwith Academy Trust to respond to identified need, ensure continuity of service and achieve planned reporting objectives and deadlines.

To provide support to schools across the Trust to ensure the successful operation of the schools' ICT systems including hardware, software, servers and infrastructure.

To travel to schools on a daily basis and interact with the Headteacher and staff about ICT matters.

To support the use of ICT within Truro & Penwith Academy Trust in school environments through the maintenance of ICT and related equipment, and providing support to staff and pupils to ensure administration and learning outcomes are maximised.

This job description is not intended to be a complete list of duties and responsibilities, but indicates the major requirements of the post. It may be amended at a future time, to take account of the developing needs of the service. The post holder will undertake any other duties at the request of the ICT Manager, appropriate to the grade of this post.

Main Duties and Responsibilities:

Key Duties for the ICT Team:

- Contribute to the effective performance and service provision of ICT services to minimise disruption;

- Participate in the collection, collation, processing and storage of data and information to comply with school reporting requirements;

- Implement routine manual and computerised systems, practices and procedures to ensure that data and information is current, relevant, effectively and securely collected and that reporting complies with planned outcomes and obligations, reporting any concerns as required;

- Maintain the integrity and security of all systems by use of appropriate user protocols and undertake related monitoring and reporting;

- Provide user support to identify and respond promptly to routine system or process issues that arise within an agreed framework of performance criteria;

- Support contingency arrangements to respond to any unforeseen or unplanned circumstances that may arise to maintain the safety and security of data and information, maintaining security and minimising disruption.

Main Duties for this role:

- Work with ICT colleagues to maintain a comprehensive database of all support requests, responding and dealing with queries and allocating jobs to appropriate staff;

- Resolve hardware / software technical issues;

- Create and maintain user accounts and ensure that users have appropriate access to systems;

- Keep an accurate record of faults, work logs and inventories;

- Be responsible for the installation and maintenance of computer hardware and software;

- Carry out regular equipment checks to ensure equipment is correctly functioning and is safe for use;

- Implement the agreed backup, antivirus and security policies and procedures;

- Repair and upgrade hardware and software systems across the Trust schools;

- Support the roll out of new hardware, systems, services and software;

- Follow up planned schedules produced by senior ICT staff;

- Check hardware regularly, repairing simple faults or reporting more complicated faults to a specialist technician / audio-visual service / contractor as appropriate;

- Support staff in the setting up and running of ICT/audio-visual equipment for assembles, presentations, meetings, and school events;

- Support teaching staff / pupils in technical aspects of ICT;

- Undertake PAT testing of ICT equipment, keeping accurate PAT testing records;

- Maintain computer files by backing up / archiving and updating / deleting information as appropriate;

- Assist in maintaining and developing the network;

- Support adherence to ICT policies, including those relating to safeguarding and internet usage and report any concerns;

- Advise the ICT Manager of health and safety concerns, breaches, accidents and near misses;

- Comply with data protection regulations and maintain confidentiality at all times;

- Provide basic ICT training;

- Maintain a safe and tidy working environment at all times;

- Replace consumables and parts as required (eg toner, maintenance kits);

- Assist in the ordering of new and replacement ICT equipment and resources;

- Check and maintain stocks of ICT equipment;

- Ensure correct disposal of unwanted ICT electronic equipment as directed by the ICT Manager;

- To attend regular ICT Team meetings;

- Provide administrative support to the wider support team as required;

- To occasionally be able to work outside the core school hours to support the schools with performances and events.

General / Other

This job description is not exhaustive and does not form part of your contract of employment. It has been prepared only for the purpose of the Trust's organisation and may change either as your contract changes or as the organisation of the Trust is changed. Nothing will be changed without consultation. This document will be reviewed annually as part of the appraisal process or as appropriate.

The Trust is committed to safeguarding and promoting the welfare of children, and to ensuring a culture of valuing diversity and ensuring equality of opportunities.

- The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility;

- The Health and Safety at Work Act 1974 and other associated legislation places responsibilities for Health and Safety on all employees. Therefore it is the post holder's responsibility to take reasonable care for Health, Safety and Welfare of yourself and other employees in accordance with legislation;

- The above duties may involve having access to information of a confidential nature which may be covered by General Data Protection Regulations (GDPR). Confidentiality must be maintained at all times;

- To ensure that pupils needs are prioritised and to have a clear sight of how this role impacts on the School's and the Trust's pupils at all times;

- To act as a Trust team member and provide support and cover for other staff where needs arise inclusive of occasional work at other sites within a reasonable travel distance;

- To be aware of and adhere to all School and Trust policies and procedures;

- To undertake mandatory training as required by the School / Trust;

- To be responsible for your own continuing self-development and attend meetings as appropriate;

- To undertake other duties appropriate to the post as required.

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PERSON SPECIFICATION – ICT Technician (Level 2)

Person Specification	Essential	Desirable	Recruiting Method
Education and Training	GCSEs or equivalent to include Maths & English at a C grade or above A relevant qualification in ICT with a focus on hardware, software and systems support at level 3 or above (or equivalent) Knowledge and skills equivalent to national qualifications level 3 and vendor qualifications for the specific hardware / software used Requires up to date practical and procedural ICT knowledge / skills with hardware and software to support ICT teaching and learning	Attainment of A level qualifications in ICT or related field Level 2 Award in Support Work in Schools ECDL Certificate	Application Certificates
Skills and Experience	Knowledge & experience in a range of ICT system & software packages Resolves technical faults and varied IT issues Experience of upgrading, troubleshooting, repairing and maintaining PC hardware Experience of installing and configuring and troubleshooting PC operating systems and software applications Excellent customer service and communication skills Ability to work collaboratively and supportively with colleagues Ability to organise, plan and prioritise workload Regular communication with pupils, teachers and other staff, normally on commonly occurring ICT issues, explaining how to use software or ICT accounts Keyboard skills for data processing Works within procedures but can make some non-routine decisions,	Experience of working with Apple Technologies Experience of working within an education setting Experience or working knowledge of Arbor or equivalent database system(s) Has access to a motor vehicle and is prepared to use it for business purposes	Application Interview Assessment

	for example taking necessary action needed to fix technical faults Working sometimes in confined and awkward spaces with short periods of greater effort eg moving IT equipment Has a full current UK/European Driving Licence		
Specialist Knowledge and Skills	Operational knowledge of IT hardware and software Working knowledge of common user applications including Microsoft Office and Internet Explorer Working knowledge of audio – visual systems Provides ICT training and technical support for the benefit of pupils, requiring explanation and guidance Responsible for IT systems and processes including safe storage of information and maintain the integrity and security of the network Knowledge and awareness, understanding and commitment to the protection and safeguarding of children and young people Demonstrates an awareness, understanding and commitment to equal opportunities	Understanding of school policies and procedures	Application Interview Assessment
Behaviours and Values	A strong passion for learning and to develop own skills within the ICT field Enjoy working with young people Ability to remain calm under pressure A positive attitude Trust & Confidentiality Flexible, reliable & open to change		Application Interview Assessment

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