Job Description & Person Specification

Job Title:	ICT Technician
Service / Provision:	Central Services
Job Family:	Central Services Team
Line Manager:	Technology & Digital Services Manager
Salary Band:	C
Annex	Please ensure you refer to Annex 1 with this Job Description

Job Overview
To ensure that ICT across sites is kept up to date. To ensure that all members of staff are fully instructed on device care and use. Ensure all tickets are answered to an agreed Internal SLA and end users feel supported.

Key accountabilities, duties and responsibilities

The ICT Technician will be a member of a multi-disciplinary team and will report to the Technology & Digital Services Manager/Senior ICT Technician. They will be responsible for wide technical support of all computers, laptops, handheld devices, printers and small networks where required.

Technical Support
- Resolve problems associated with operating systems, networks, software, hardware, printers, phones, including servers and storage where applicable.
- Serve as first and second line support where required, being first point of contact with employees onsite.
- Assist with initial testing phases for any hardware or software deployments.
- Manage and maintain printer and copier fleet across managed sites.
- Manage server backups on a weekly basis and resolve any issues, escalate where appropriate.
- Help manage and maintain the asset database and software inventory.
- Ensure anti-virus is kept up to date and ensure any remediations are resolved.
- Ensure all end user operating systems are up to date.
- Installation of new software.
- Manage the Filtering and Monitoring across the Trust and managed sites.
- Take lead on ICT repairs.
- Assist with project delivery, and take lead across assigned site where required.
- Maintain site user directory, ensure end users are removed or added as required.
- Maintain Microsoft 365 tenants including SharePoint hub and spoke system.
- Create and deploy software packages as required.
- Undergo any training required for your role, disseminate the training to others as required.
- Ensure the safe disposal of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements.
- Support Trust wide MIS Systems as required.
- Self-manage your own tickets, support colleagues where required.
- Manage SharePoint permissions, ensuring staff have the right levels of access, ensure that SLT is engaged where required.
- Conduct ICT Inductions for any new members of staff to your assigned site.
- Liaise with 3rd party support providers where required.

- Manage an assigned spending limit, working closely with finance to ensure all items are ordered.
- Present finance spend to Technology & Digital Services Manager through weekly meetings as a team.
- Be responsible for your assigned site, discuss with SLT onsite any issues and relay to line management as required.

Support the staff by
- Providing help and guidance on an individual or group basis
- Helping to identify training needs
- Creating and publishing guides on how to use functions of software or hardware
- Ensuring that as far as possible, all users are not exposed to inappropriate materials on the internet
- Working with staff, to promote safe use of ICT equipment and sites
- Creating and delivery of ICT Training to employees

Support the school by
- Being aware of and following all school policies and procedures, in particular policies related to the use of ICT equipment and sites
- Undertaking any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post
- Assisting in ensuring Schools are compliant with KCSIE 2023 regulations in regard to Filtering in Monitoring.
- Liaise with provisions DSLs and DDSLs in regard to Monitoring and Filtering

Tasks/duties	Essential skills	Desirable skills
Qualifications & Training	- GCSE minimum grade A – C or equivalent. - Full UK Driving License.	Level 3 Apprenticeship or higher.
Knowledge & Experience	- At least 2 years' experience in a similar role. - Experience with filtering and monitoring solutions. - Experience with Microsoft Intune environment. - Experience with Microsoft Server 2019, Active Directory. - Experience with Microsoft Office suite.	- Meraki MDM or similar experience. - Basic understanding of DHCP and DNS. - Previous experience in an education setting would be beneficial. - Understanding of MIS Systems. - Knowledge of Hyper – V. 3CX or Similar IP Phone hosting software. - Networking experience.
Skills & Abilities	- Ability to effectively communicate with end users and be a single point of contact. - Effectively time manage to ensure delivery of service. - Ability to work remotely with colleagues while managing your own site to help achieve the best support possible.	- Experience project managing or implementation. - MSP experience would be beneficial to the role.