



STEP ICT TECHNICIAN

JOB DESCRIPTION

Reports to:

- STEP ICT Manager

General purpose of the post:

- Help raise attainment in ICT across STEP Academy Trust by ensuring resources are well maintained;
- Ensure all stakeholders including staff, pupils and parents are supported in using ICT to aid teaching and learning;
- Provide high performing and effective first line support for our Academies aligned with the STEP ICT Strategy.

Key external contacts:

- LGfL, Atomwide, Capita: dealing with their helpdesks as and when required;
- Suppliers of goods and services: follow up on deliveries;
- Other LA's: Build relationships;
- Government Departments: Fact finding.

Key internal contacts:

- Colleagues : Admin staff, ICT Managers, Senior Technicians, Technicians and Apprentices;
- Head of ICT: attend and contribute at ICT meetings;
- Head Teachers: advising on technical developments and service availability.

Key areas for decision making:

- Identify most efficient solution if more than one option is available;
- Make decisions regarding client ICT systems following own research and by utilising the Trust's knowledge, ask for support from senior colleagues if unable to find the best choice;
- Ensure that requests for first line support are properly logged on the STEP ICT helpdesk; assigned and responded to in a timely manner and detailed in agreed response times. All calls on the helpdesk are prioritised based on the impact on teaching and learning and business critical tasks.

Technical Support:

- Be responsible for system wide technical support to workstations, printers and our network installation;
- Resolve basic problems associated with operating systems, networks, software, hardware, printers etc in and around the Trust;
- Ensure that a supply of consumable items such as printer toners are maintained and reordered as required;
- Maintain the back-up schedule of our network servers;
- Ensure virus protection is kept up to date;

- Maintain the hardware database with new and updated equipment following Trust policies for audit requirements;
- Install new software and document its use;
- Maintain the Trust's domain(s);
- Undergo any training linked to the development of ICT and disseminate the training to others.

Pupil Support:

- Ensure that as far as possible, pupils are not exposed to inappropriate materials on the internet;
- Work with staff, parents and pupils to promote safe use of ICT equipment and sites at school and at home;
- Work to establish a supportive relationship with children and parents;
- Encourage acceptance and inclusion of all children with special needs;
- Ensure pupils know how to report any cyber bullying or activity which causes concern.

Academy Support:

- Be aware of and follow all Trust policies and procedures, in particular policies related to the use of ICT equipment;
- Undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post;
- Work with ICT Managers to prepare an action plan linked to required investment to ensure that ICT equipment meets the needs of the curriculum;
- Obtain quotes, which represent best value, for new ICT equipment/repairs etc;
- Run workshops, training events, family learning and clubs to promote the use of ICT.

Data protection

- Being aware of STEP Academy Trust's responsibilities under the GDPR for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply;
- Maintain records and archive systems in accordance with Trust procedures and policies as well as statutory requirements.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the Trust's databases. Any breach of these rules and protocols will be subject to disciplinary investigation;
- There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and diversity

The Trust has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health & safety

Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.

Contribute to the team

- Undertaking training as required for the role;
- Participating in the development, implementation and monitoring of service plans;
- Championing the professional integrity of the service.



PERSON SPECIFICATION

Essential Knowledge:

- Customer service support techniques for ensuring that full account is taken of users' needs
- Trends and developments in the ICT industry and how these could value the user
- Service delivery, support and training, including service desk, database administration, documentation, etc
- Service Level Agreements and performance tracking to meet quality and user expectations
- Asset, hardware and software management and maintenance
- Data protection, freedom of information, data security and service specific standards (eg safeguarding children) regulations
- Evidence of ongoing and relevant professional development

Essential Skills and Abilities:

- Deliver a range of first line support and onsite activities of varying complexity
- Deliver system and user administration functions, including service desk, user profiles, security and auditing
- Demonstrate resilience when facing contradicting priorities or demanding workloads
- Assist with improving a range of support activities including acceptance testing, user training and guides
- Provide clear advice on support issues without using jargon
- Ability to influence and constructively challenge
- Process and analyse data quickly and effectively
- Work effectively as a team player
- Have a determination to deliver a high quality of service
- Have a consistently positive attitude to change
- Good organisational skills
- Willingness and ability to travel between our Academies

Essential experience:

- ICT support within the education sector
- ICT service delivery, support, ICT helpdesk, system user admin, user training and documentation

An Enhanced DBS check is essential.