

Job Title: ICT Field Technician

Grade: Grade 4a

Overall Purpose of Job:

As an ICT Technician, you will work as part of Thrive Education Partnership's ICT Team to support and enhance ICT infrastructure, service and solutions across the Trust.

You will provide onsite support as required, tracking service tickets to ensure the required services are available to all users as needed. As part of the Trust's ICT team, you will join a growing dynamic team of people supporting and developing ICT solutions across the Trust.

Main Responsibilities:

1. You will provide maintenance, installation and support services to Academies across the Trust.
2. You will work as part of the Trust ICT central support team
3. You will work in line with best practice Standard Operating Procedures and ensure processes and procedures are followed at all times.
4. You will contribute to the development of ICT and its use across the Trust
5. You will ensure that ICT facilities at all times are fully functional and secure
6. You will ensure proactive check lists are maintained and issues are escalated accordingly

Software

7. You will install and test new software before release and maintain accurate records
8. You will ensure software and data are available to appropriate users
9. You will ensure the anti-virus software is installed, kept up to date and working properly on all stations
10. You will ensure software and operating system updates are installed as appropriate

Hardware

11. You will check new computer equipment on arrival and install as appropriate
12. You will ensure that the asset register is managed and maintained
13. You will maintain computer peripheral equipment such as printers, scanners, whiteboards, projectors; ensure that these are prepared and ready to be used
14. You will trouble shoot and maintain all aspect of Trusts PC and server hardware
15. You will liaise with external support agencies, to resolve faults speedily
16. You will liaise with external suppliers for the repair of equipment under warranty or maintenance contract

Network Management

17. You will carry out routine network maintenance tasks
18. You will trouble shoot, maintain and upgrade the Trusts ICT infrastructure
19. You will follow supplier's recommended procedures

Other duties

22. You will complete basic clerical duties related to the post
23. You will assist staff members with the use of ICT software and hardware

General

24. You will be aware of and comply with policies and procedures relating to child protection, inclusion, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person without delay.
25. You will participate in training and other learning activities and performance development as required.
26. You will ensure you carry out your role in a way that demands high standards whilst supporting inclusion and welcoming diverse thinking.
27. You will ensure strict confidentiality in all areas of work.
28. You will work and process personal and sensitive information in accordance with the Data Protection Act 2018 including the General Data Protection Regulations (GDPR) 2018.
29. You will ensure work is conducted in a way that protects the safety and security of information (e.g., strong passwords, reporting breaches, securing paper records, securely disposing of records).
30. You will understand and comply with the statutory guidance regarding safeguarding of children, always ensuring the safeguarding and promotion of children's welfare, reporting any concerns to the Designated Safeguarding Lead at once.
31. You will always comply with the Trust's policies and procedures.
32. You will undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation.

Knowledge, Skills and Experience

Essential

- Proven knowledge of network systems, their installation and maintenance and adaptation (A/I)
- Proven knowledge and experience of Microsoft Windows workstation & server environments
- Proven knowledge and experience of Active Directory and Group Policy administration
- High level of effective communication and interpersonal skills
- Strong fault-finding skills and ability to propose effective solutions
- Effective problem solving
- Ability to work effectively in relation to the handling of ICT equipment
- Ability to work creatively with colleagues to deliver agreed outcomes and contribute effectively to team working
- Flexible and adaptable approach
- Proven use of own initiative and can work effectively independently without excessive supervision
- Proven ability to effectively understand when to consult, make decisions and defer to others
- Proven ability to communicate effectively to a range of different people
- Proven ability to plan, organise, prioritise and manage your own personal time effectively
- Good understanding of health and safety issues and good practice
- Strong organisational and personal management skills
- Proven ability to work independently and be a team player
- An ability to develop good working relationships with students and staff
- Proven effective time-management skills
- Driving License and access to a vehicle

Desirable

- Good knowledge of Microsoft SCCM for workstation and server management
- Good knowledge and experience of mobile device management (MDM) platforms
- Good knowledge of Office 365 services and capabilities

- Proven ability to support and maintain audio / visual equipment including Interactive touch screens, projectors, whiteboards and amplifiers