**[http://www.westnorfolkacademiestrust.co.uk/images/WNAT%20logo2.jpg](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0CAcQjRxqFQoTCIvzgNHJ-8gCFQFTGgod_fMEPg&url=http://www.westnorfolkacademiestrust.co.uk/schoolpolicies.html&psig=AFQjCNGv0XeLZlIaf3ZMRvHfV5vI2kZasQ&ust=1446891639482155)**

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **School:** | **Marshland High School part of West Norfolk Academies Trust** |
| **Job Title:** | **2nd Line IT Technician** |
| **Grade:** | **Scale F, Point 12 – 17, £11.50 - £12.69/hour**  **£22,183 - £24,491/year based on a 37-hour week** |
| **Hours/weeks:** | **37 hours/week, 52 weeks/year** |
| **Responsible to:** | **Trust ICT Manager** |
| **Working With:** | **Head Teacher**  **Trust ICT Manager**  **3rd Line IT Technical Lead**  **School staff** |

**The Role**

Marshland High School are seeking a 2nd Line IT Technician. Reporting to the Trust ICT Manager you will be the focal point within the school for all ICT related issues. This is a great opportunity to join an extremely friendly, committed and supportive team of staff.

Main responsibilities will be to ensure the availability of excellent ICT facilities across the school, by ensuring hardware and other systems are highly maintained and that staff, pupils and parents are supported in using ICT to enhance learning.

You will possess a good working knowledge of maintaining ICT hardware and software including Microsoft Windows Networking and Apple products.

The successful candidate will have a demonstrable background as an IT Technician. They will also have resilience and excellent organisational skills, be an excellent communicator with and outstanding interpersonal skills as these are crucial as you liaise with staff and students daily.

Working with the central ICT team you will have the support you need to carry out your responsibilities effectively. Previous experience working in a school environment would be advantageous but is not essential.

This position is based at Marshland High School but you may be required to cover at other Trust schools

**Responsibilities**

**General**

* Provide support to the workforce across the trust ensuring that ICT hardware and software is fit for purpose and in working order
* Provide advice, support, training and guidance to users
* Assist with configuration, support, servicing and repairs of ICT equipment in line with the Trust ICT Roadmap.
* Administer arrangements for securing data, ensuring back-up procedures, disaster recovery plans and other systems are working effectively
* Provide support for academy IT systems such as VLE, website, internet, MS Office, school MIS system etc.
* Monitor, respond and resolve tickets logged on the help desk, escalating complex issues as appropriate, as well as proactively identifying and resolving issues
* Provide support during lessons in the use of ICT equipment
* Document all faults and resolutions, accurately and systematically
* Advice on choice of software, learning resources and future developments of the ICT infrastructure
* Take a lead role in mentoring junior members of the ICT team
* Liaise with third party hardware / software suppliers / providers
* Configure, test, deploy and troubleshoot a varied range of software applications
* Lead or assist on ICT projects
* Maintain software and hardware asset audits

**Hardware**

* Administer and carry out a routine maintenance programme.
* Carry out fault-finding, repairs and hardware upgrades on Printers, PC, Laptops and teacher tools such as visualizers and interactive boards.
* Managing networking switches, WIFI AP's, fibre and cat6 cabling.
* Ensure Network, Internet and Data security and safeguarding commitments are met.

**Software**

* Application deployment and upgrades.
* Managed desktop development and Deployment via MS WDS Backup technologies.
* Maintain the web filtering system safeguarding students.
* Provide support for the Management Information System
* Experience of supporting Windows 7, 10, Microsoft Office 2016/2019 as well as general PC applications
* G-Suite Administration including extensive use of Google Classroom.

**Support**

* Assist 3rd line support when needed.
* Communicate with both hardware and software vendors regarding problems or support issues.
* Communicate with Internet Service Provider regarding internet issues.
* Organise warranty returns.
* Maintain the service desk call stack.

**Administration**

* Complete manual orders if required.
* General Windows Active Directory and G-Suite administration.
* Ensure ICT system documentation is maintained.
* Carry out system daily checks
* Maintain software and hardware asset audits

**Management**

* Identify and execute projects to ensure the ICT system are maintained and improved.
* Take a lead role in mentoring junior members of the ICT team

**Job context and flexibility**

The duties and responsibilities listed in this job description provide a summary of the main aspects of the role. This is not an exhaustive list and the post holder may be required to carry out other tasks, as deemed appropriate to the grade and nature of the post.

This job description is current at the date indicated below but, in consultation with the post holder, it may be changed by the Headteacher to reflect or anticipate changes in the post commensurate with the grade or job title.

Due to the routine of the school, the workload may not be evenly spread throughout the year. Flexibility of hours, and a flexible attitude and willingness to assist others in the team, when required is necessary.

The post holder will have a shared responsibility for the safeguarding of all children and young people. The post holder has an implicit duty to promote the welfare of all children and young people.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment. All staff will be subject to an enhanced DBS (Disclosure and Barring Service) check.

**PERSON SPECIFICATION**

|  |  |  |  |
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| **Qualifications** | **Essential** | **Desirable** | **How assessed** |
| English GCSE C Grade or above | **🗸** |  | Appl/Ref |
| Maths GCSE C Grade or above | **🗸** |  |
| IT Qualification | **🗸** |  |

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| --- | --- | --- | --- |
| **Experience** | **Essential** | **Desirable** | **How assessed** |
| Proven experience of working in an IT support role, involving troubleshooting and resolving hardware and software issues with the ability to configure and maintain equipment | **🗸** |  | Appl/Int/Ref |

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| --- | --- | --- | --- |
| **Skills, Attributes and Knowledge** | **Essential** | **Desirable** | **How assessed** |
| Ability to work to a high degree of accuracy and pay attention to detail | **🗸** |  | Appl/Int/Ref |
| Ability to work effectively under pressure | **🗸** |  |
| Ability to plan and manage time effectively, prioritising tasks and keep to deadlines in a very busy environment | **🗸** |  |
| Excellent ability to communicate clearly and concisely both orally and in writing | **🗸** |  |
| Understanding of ICT needs within the classroom and systems used in a school environment |  | **🗸** |
| Knowledge of ITIL process and procedures advantageous |  | **🗸** |
| Full Driving Licence and willingness to travel to other Trust Sites when required | **🗸** |  |
| Commitment to continued personal development | **🗸** |  |
| Assimilate information quickly and prepare succinct summaries | **🗸** |  |
| Ability to communicate to staff on all levels, both written and orally. | **🗸** |  |
| Demonstrate a commitment to equal opportunities | **🗸** |  |
| A willingness to relate to the local community | **🗸** |  |
| Setting high standards to staff and students by personal example | **🗸** |  |

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| **Personal qualities** | **Essential** | **Desirable** | **How assessed** |
| Ambition for self and others | **🗸** |  | Appl/Int/Ref |
| Positive attitude to work | **🗸** |  |
| Good sense of humour | **🗸** |  |
| Decisive, determined and self-confident | **🗸** |  |
| Integrity, trustworthy, honest and open | **🗸** |  |
| Accessible and approachable | **🗸** |  |
| Excellent attendance and punctuality | **🗸** |  |
| Excellent interpersonal skills | **🗸** |  |

Appl = Application form Int = Interview Ref = Reference