

Matrix Academy Trust Job Description – IT Technician

Reports to:	IT Technician / Network Manager
Arrangement	Full time – 37 Hours Monday to Thursday 8.00am to 4.00pm Friday 8.00am to 3.30pm with half an hour lunch. All year round (including school holidays) 21 days' holiday + 9 bank holidays
Salary	Scale Group 4 Spine Points 13-16
Main Purpose:	<p>To provide IT Technical support to all users of information technology within the Trust with the aim of assisting Staff and Students to work more efficiently by ensuring all technical equipment and software is operating correctly.</p> <p>The post holder will be responsible for logging calls, resolving desktop support queries and implementing planned installation and upgrades of information systems as directed.</p>
Main Duties:	<ul style="list-style-type: none"> • To provide technical support to staff and students either in person, in the classroom, over the telephone or remotely. • To proactively participate in the Central Help Desk service, to provide support for users of the Trust ICT hardware and software, within agreed time scales. • To investigate, diagnose and resolve ICT support issues, working with users, other staff and 3rd party suppliers as appropriate taking ownership for resolution of the issue. • To follow agreed plans to install or upgrade items of hardware and/or software, using supplied tools; following agreed standards, procedures and time scales. • To provide up to date user training to meet the changing world of IT; where applicable provide instruction manuals/sheets for non-technical users. • To administer users on the school network including the creation/deletion of user accounts. • To monitor IT operations to ensure a reliable network, this includes but not limited to: <ul style="list-style-type: none"> ○ To monitor Server /Product updates to ensure they are up to date ○ To monitor the school backup daily to ensure they are successful ○ To monitor the school anti-virus daily to ensure all devices are healthy and have the latest virus definitions • To maintain Shared areas on the network, promoting good housekeeping and compressing files where necessary. • To work with senior IT staff to configure and maintain connectivity of the network and servers. • To assist staff with their ICT needs during school assemblies, parental events, training events and parent events as directed by the Trust

- To maintain and update the hardware and software asset register
- To install, maintain and repair varying types of educational based ICT hardware and software
- To assist with the purchase of the consumable and equipment, ensuring stock levels are maintained in line with Teaching & Learning requirements.
- Travel to other sites within the Trust to provide assistance when required
- Attend team meetings
- Work / Assist other IT Technicians within the Team
- Take direction from Senior IT Staff
- Implement Change as directed by the Network Manager / CEO

Other support to the trust

- Developing and understanding of trust policies and procedures, complying with their contents and raising concerns in a timely manner
- Actively participating in the Performance Management processes within the trust
- Identify personal training needs and participate in training and performance development whenever required
- Be aware of, support and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the trust
- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings as required
- To undertake any other duties appropriate to the grade of the post. In addition to the above the post holder must be committed to safeguarding and promoting the welfare of children and young people
- To undertake any duties reasonably directed by Network Manager / CEO
- Job descriptions are subject to annual review

	Essential	Desirable
Skills/Abilities, Knowledge and Experience	<ul style="list-style-type: none"> • Have a good knowledge of IT systems and information management • Have a good knowledge of Windows 10,7 all versions of MS Office and Networking TCP/IP skills • Self-motivated and enthusiastic • Ability to work under pressure and meet targets and deadlines • Able to respond effectively to changing priorities • A friendly and professional person and demonstrates support and a commitment to providing a quality service 	<ul style="list-style-type: none"> • Previous experience in ICT Support • Experience in Active Directory administration and Windows Server • Relevant qualification • A willingness to learn new skills and undertake relevant professional development