



Cygnus Academies Trust

Job Description: IT Technician - Kent Scheme – Grade 5

School(s):	Based at Manor Community Primary School, providing support for all schools within the Trust (travel required)
Grade:	Kent Scheme – Grade 5
Responsible to:	IT Manager

Purpose of the Job:

To assist with the day-to-day maintenance and operation of the schools' IT systems and act as the first-line and second-line of IT support for staff and students.

Key duties and responsibilities:

1. Build and maintain effective working relationships with IT service users providing helpdesk and network support for staff and students.
2. Assist in managing computer hardware, software, and systems, and provide technical support on the network to ensure an effective IT provision to for both curriculum and administrative purposes, second-line support.
3. Assist in the operation of the helpdesk as a first-line technical support.
4. Work in conjunction with the IT Manager and IT Officers to ensure the effective running of the Trust's IT provision.
5. Keep systems up to date through running software updates and conducting regular maintenance.
6. Assist with the consideration, implementation, and ongoing support of any new software and systems changes.
7. Support the roll-out of new applications as required by the IT Manager.
8. Provide technical support either by phone, remote access or on-site as appropriate.
9. Set up equipment for users, maintaining a record of all hardware and equipment issued to staff and students.
10. Assist with computer repair/troubleshooting, software, networks, printers, and any other IT related projects.
11. To be based within a Trust school workplace but operate effectively as part of a Trust-wide IT team.
12. Enhance own IT knowledge and skills through online resources and attendance at relevant training as required.
13. Comply with Trust policies and procedures, relating to child protection, health & safety and security, confidentiality, and data protection, reporting all concerns to an appropriate person.

The role holder will be expected to carry out such professional tasks as are commensurate with the duties and responsibilities of the role.



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	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none">• Educated to GCSE English and Maths or equivalent.• Relevant IT qualifications e.g., Microsoft 365.
EXPERIENCE	<ul style="list-style-type: none">• Experience of working in a first line IT technical support role.• Experience in the operation of school MIS systems e.g., Arbor.• Experience of working in the education sector is desirable
KNOWLEDGE/ SKILLS AND ABILITIES	<ul style="list-style-type: none">• Excellent communication skills, both written and oral and the ability to communicate with diverse groups of people.• Good administrative skills.• Working knowledge of Windows 10 and 11 platforms.• Working knowledge of Microsoft 365.• Ability to work effectively in a busy environment and achieve deadlines.• Demonstrate the ability to solve problems and identify user requirements.
PERSONAL ATTRIBUTES	<ul style="list-style-type: none">• Excellent listening and questioning skills, combined with the ability to interact confidently with staff and pupils to establish what the problem is and explain the solution.• Ability to use tact and diplomacy and show patience.• Initiative-taking and well-organised and with attention to detail.• Good analytical and critical thinking skills.• The ability to work on your own initiative or without direct supervision at times.
CONTINUING PROFESSIONAL DEVELOPMENT	<ul style="list-style-type: none">• Willingness to attend training as appropriate.• Committed to continuing own professional practice.• Evidence of recent, relevant CPD.

Driving licence and vehicle insurance covering business use is required.

This post is subject to an Enhanced DBS check (with Barred List).