

Job Description

Job title: IT Technician
Reports to: Head of IT Operations Manager
Location: Ebbfleet Academy

General responsibilities

- Respond to requests for ICT support in accordance with Help Desk procedures and priorities. To resolve issues within Service Level Agreements (SLAs) assigned by the helpdesk.
- Support Trust Projects by carrying out specific testing as directed by the Project Team. Provide reports on testing that has been completed.
- Liaise with users during Project Testing periods to ensure new systems are performing to user requirements.
- Assist in the installation or repair of Windows computers and Chromebooks with standardised applications and networking software, diagnosing and solving problems that develop in their operations.
- Assist in a wide range of technical duties associated with the computer network and desktop services, primarily in connection with existing installations.
- Assist in the monitoring of the use of software and ensuring that all software is licensed and supported sufficiently.
- Assist in the asset tagging of hardware and updating of the asset register.
- Assist with cover when needed within your cluster if cluster manager or senior technicians are unavailable.

Specialist Knowledge

- Knowledge of current IT best practice, products and statutory requirements.
- Knowledge of supporting users, hands on networking and printing and photocopying services and user services such as web access, data storage and retrieval, email services and various software packages.

Strategic planning and awareness

- An awareness of the impact of the availability and quality of IT services and support on the achievement of the Academies objectives. To be able to adhere to work for SLA's assigned through the help desk.

Teamwork/communication:

- An ability to communicate efficiently and confidently to both academic staff and students.

Problem solving:

- An ability to analyse issues, make informed judgments, take appropriate actions and accept responsibility for results.

Customer focus:

- An ability to explain technical issues in an accessible way to non-technical Academy members.
- An ability to communicate effectively with Trust staff members at all levels of seniority.

Personal Motivation:

- A positive and helpful attitude towards work and colleagues. Be able to work as part of an extended team.
- Willingness to perform above and beyond normal expectations when necessary.

Flexibility:

- An ability to adapt successfully to changing circumstances, identify fresh approaches and question traditional approaches and assumptions.
- Be prepared to work unusual hours on occasions in cases of operational necessity.
- Also be prepared to travel within the cluster of sites when required.

Safeguarding of students and Duty of care

All staff, regardless of role, level of seniority and location, have a responsibility to ensure the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment. We must collectively create an environment where children feel safe to learn, play, and grow. Children should feel comfortable in their surroundings and know that they can approach any responsible adult with any problems or concerns.

All staff must be able to identify any children who are at risk of harm, and know the characteristics of abuse or neglect. If you suspect or confirm harm then it's essential you know what actions to take.

Annual safeguarding training is offered to all staff at Leigh Academies Trust, and it is the staff member's responsibility to be aware of the most up to date guidance documented in the [Keeping Children Safe in Education document \(Department of Education\)](#).

Notes

The job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendment at any time after consultation with the holder of the post.

The duties may be varied to meet the changing demands of the academy/business unit at the reasonable discretion of the Principal/Director. This job description does not form part of the contract of employment. It describes the way the post-holder is expected and required to perform and complete the particular duties as set out in the foregoing.