

Job Description for Cluster IT Technician

Job Title: Cluster IT Technician
Reporting to: Cluster IT Manager
Hours: Full time (37.5 hours per week), usually 8:00 – 16:30 with an hour's unpaid lunch break, 52 weeks
Salary: Up to £32,000 per annum, depending on experience
Closing Date: Monday 30th June at 08:00am
Interviews: w/c 7th July TBC
Start Date: ASAP

Role Purpose:

To support the Cluster IT Manager in delivering, maintaining, and supporting technology in the school. The role holder will be responsible for the provision of a first-class ICT support service that enables delivery of a curriculum which secures excellent outcomes for all students.

Key Responsibilities:

- Reporting to the Cluster IT Manager, contributing to the operational management to support teaching and learning, business, and administrative functions in the schools.
- Assist in the provision of all IT equipment and services across the cluster aiming to ensure high availability and suitable performance.
- Provide technical support, responding to users' helpdesk requests in a timely and effective manner to minimise any disruption to teaching, learning or administration.
- Under the direction of the Cluster IT Manager implement change requests.
- Under the direction of the Cluster IT Manager ensure compliance with backup, anti-virus and other security provisions.

Specific Duties:

Service Operation

- Assist in implementing policies and procedures relating to security, backup, disaster recovery and acceptable use, as directed by the Cluster IT Manager.
- Operation of the Service/Help Desk.
- Provide 1st line support for requests and issues across the site, performing diagnosis procedures on hardware, peripherals and applications and liaising with 3rd parties as required.
- Support, assist and train as required all staff, students and visitors as deemed appropriate.

IT Estate

- Support, maintain, develop and deploy all IT hardware and software resources used within the schools.
- Assist in maintaining an accurate and up-to-date hardware asset register.
- Assist in maintaining an up-to-date software register.
- Test and prove the efficacy of the backup procedures on a scheduled basis.

- Actively maintain and monitor the anti-virus/anti-malware provision and overall security of the IT systems to ensure the integrity of data, systems, and resources.
- Support in the management of active network appliances including switches, routers, and firewalls.
- Support the installation of additional servers and upgrading of the network operating system.
- Support in the management of internet filtering systems.
- Support all 3rd party systems ensuring communication with servers.

Personal IT Competences

- Strong communication skills and an ability to work with users of all abilities and seniority.
- Strong skills in the management and troubleshooting of networked systems.
- Experience of managing Windows Server and client operating systems.

General

- Develop excellent working relationships with colleagues internally, centrally, and externally.
- Be an effective and flexible member of the School Cluster Support Team.
- Work alongside the Cluster IT Manager to uphold IT policies and procedures.
- Ensure any documentation produced is to a high standard and is in line with the in-house style.
- Be aware of and comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality, and data protection, reporting all concerns to the appropriate person.
- Participate in training and other learning activities as required.
- Participate in the Performance Management process.
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
- To represent the schools at events as appropriate.
- To support and promote the schools' and United Learning's ethos.
- To undertake any other duties and responsibilities as reasonably required by the Cluster IT Manager or the Senior Leadership Team.

This post may involve occasional evening and weekend work (for example, on annual open day events) and the post holder will need to demonstrate a degree of flexibility and willingness to support these events. The need to adapt working location around the business need of the cluster is an expectancy of the job role.

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings have therefore been used; in which case all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the post holder.

Personal Specification for Cluster ICT Technician

Specification	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Relevant technical qualifications around Windows Server and Windows Desktop environments 	<ul style="list-style-type: none"> Evidence of further professional development and training MCSE or equivalent technical qualifications
Skills, Knowledge and Experience	<ul style="list-style-type: none"> Highly developed diagnostic and technical troubleshooting skills Ability to communicate effectively with both technical and non-technical staff Experience in: <ul style="list-style-type: none"> Windows Server environments Hyper-V Active Directory Excellent interpersonal skills and able to work closely and establish positive working relationships throughout the schools and with other key stakeholders Attention to detail Excellent organisational skills Ability to both work using own initiative and work effectively as part of a team Strong knowledge of basic IT packages: Office, Outlook, Windows. A commitment to continuous improvement A clear understanding of how IT is effectively used in teaching and learning A genuine interest in technology and a clear strategy for keeping up to date with developments 	<ul style="list-style-type: none"> Experience of working within education/school environment Knowledge and experience of FITS or ITIL service desk operations Experience in documenting systems and operations in school environments Technical experience of Microsoft cloud technologies including Office 365 Experience of deploying Windows operating systems and applications using Windows Deployment Services or Intune



Personal Qualities	<ul style="list-style-type: none">• A commitment to safeguarding and promoting the welfare of children and young people• High levels of personal and professional integrity• High levels of discretion, confidentiality, and awareness of data protection• A proactive, flexible, and versatile approach• Ability to work effectively and calmly under pressure and manage multiple priorities• A facilitative approach to problem solving and a “can do” mind set	
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