



Job Description

JOB TITLE	IT Technician (1 st Line)
JOB FAMILY	Technology
PHASE	Central
REPORTING TO	Regional Technology Manager

Job Purpose

To provide customer focused support for Information Technology (IT) within The Thinking Schools Academy Trust and its academies and partners through maintenance of ICT software, hardware, and related equipment, and providing support to our customers to ensure administration and learning outcomes are maximised, using the principles of ICT best practice to agreed service levels

Duties and Responsibilities

Main Duties

- To provide onsite first point of contact for IT client devices at specified times
- To provide troubleshooting of issues affecting client devices
- To follow existing workflows and knowledge articles for both simple and complex troubleshooting
- To create helpdesk tasks received in person, containing all the required information to aid effective issue resolution
- To update helpdesk tasks with all actions taken to assist customers and colleagues
- To create and update all IT asset information within the helpdesk ensuring records are accurate and correctly assigned
- To take ownership of issues, recoding all requests and interactions to provide an accurate record to aid timely resolutions, as a primary contact
- To perform account administration tasks, including user password and device resets
- To assist customers with the setup and configuration of client devices
- To help and train customers to understand the applications and solutions available, both in person and online, to enable their effective use
- To undertake basic maintenance of client devices using provided tools
- To install, relocate and remove IT equipment, including multiple large/bulky devices, and those of significant weight, to tight timescales
- To use appropriate materials, safety equipment and clothing when undertaking tasks, such as working at height, or with basements (training provided)



- To be approachable, engaging with customers, students, staff, directors, governors, guests, suppliers, and contractors in a polite and considerate manner, building relationships to aid the understanding of the customer's request
- To be proactive in your professional growth and development, using available resources to improve skills and knowledge
- To support pre-planned events which may occur outside of standard working hours
- To deal with customer comments and complaints effectively, resolving them where possible, escalating as appropriate
- To maintain strict confidentiality both inside and outside the workplace, ensuring that all communication is clear and professional and complies with Trust policies

GDPR

- Ensure confidentiality of personal data at all times by sharing, processing, obtaining and advising on data in line with Trust Data Protection & ICT policies and procedures. Having due regard for the high level of personal and special category data processed within your role.

Generic Duties relevant to all members of Staff

Working with colleagues and other relevant professionals

- Communicate effectively with other staff members, customer and service users
- Collaborate and work with colleagues and other relevant professionals within and beyond the Trust
- Develop effective professional relationships with colleagues

Professional development

- Help keep their own knowledge and understanding relevant and up-to-date by reflecting on their own practice, liaising with their line manager and identifying relevant professional development to improve personal effectiveness
- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the Trust
- Take part in the Trusts appraisal and performance management procedures

Personal and professional conduct

- Uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside school
- Have proper and professional regard for the ethos, policies and practices of the Trust, and maintain high standards of attendance and punctuality
- Demonstrate positive attitudes, values and behaviours to develop and sustain effective relationships with the Trust community
- Respect individual differences and cultural diversity



The Trust

- The ethos of our Trust is “Transforming Life Chances”. All staff are expected to be committed to this aim in everything they do.
- It is expected that all staff work collaboratively as members of the Trust to share good practice, resources and ideas and realise the Trust’s visions and aims. All staff should act with professional integrity at all times, following the “Code of Conduct”.
- You will be based at TSAT Hub. However, you may be asked to work at any of the other Hubs within the Trust and you should expect to travel between sites as required.

Teaching and Learning

- This is our core business and therefore it is an absolute priority. You are expected to support all teaching staff, irrespective of seniority, to ensure they concentrate on the core business. This may mean undertaking tasks outside of your area of responsibility where required.

Customer Service

- At TSAT customer service is paramount to our way of work; All staff will be required to mirror our philosophy and take pride in offering a fantastic customer experience to all stakeholders modelled on our four Customer First Values - Trusted, Solution Focused, Approachable & Timely

ICT

- It is expected that all teaching and support staff follow the ICT Vision of the Trust.
- All staff will be expected to utilise ICT and to improve communication and reduce paper use. Security procedures must be followed when using ICT systems.
- All staff are expected to follow the procedures as laid out in the Trust’s Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.

Health and Safety

- Employees are required to work in compliance with the Academy’s Health & Safety Policies and under the Health and Safety At Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust.
- In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and health environments, including information, training and supervision necessary to accomplish those goals.

Safeguarding

- The Thinking Schools Academy Trust is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people.



- All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Thinking Schools Academy Trust. Any safeguarding or child protection issues **must** be acted upon immediately by informing the Designated Safeguarding Lead.

Data Protection

- The Thinking Schools Academy Trust takes the responsibility of protecting and securing the data of Pupils, Staff, Parents and all associated individuals very seriously. The Trust requires all staff to complete data protection training and to adhere to its Data protection policies and procedures. All staff must ensure that if they suspect a data breach they must inform the Trust Data Protection officer immediately.

This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.

The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time to time. Any such duties should not however substantially change the general character of the post.

I understand and agree to the job description of IT Technician

Name:

Signed:

Date:



Personal Specification	
E = Essential / D = Desirable	
Experience Knowledge	
Experience of Microsoft Windows client operating systems (i.e. Windows 7/8/10).	D
Experience of Microsoft Office applications (i.e. MS Word, Excel, PowerPoint, Outlook 2010/2013/2016).	D
Experience of Apple operating systems (i.e. IOS 6+, MacOS 10.8+).	D
Experience of printer and other peripheral installation, maintenance and troubleshooting.	D
Experience of classroom A/V and recording equipment (i.e. interactive projection, classroom video recording).	D
Experience of online platforms (i.e. Office365, Google Apps)	D
Experience of maintaining a range of end user devices in a customer facing environment (1+ years).	D
Skills/Abilities	
Experience of working in a customer facing role	E
Excellent Prioritisation skills and an ability to make decisions quickly	E
Have strong people skills – being approachable, solution focused, a good listener and empathetic	E
An aptitude for acquiring skills in technical repairs and an eagerness to learn about IT troubleshooting and client device support	E
Enjoys multi-tasking in a busy fast-changing environment	E
Positive about embracing challenge and change, open to experimenting and fresh ideas	E
Qualifications and Training	
5+ GCSEs at grade A*-C or equivalent, including English and Mathematics.	E
A good standard of basic literacy and numeracy	E
ITIL Service Delivery Certification	D
Attributes	
Ability to work under pressure to meet deadlines.	E
The ability to work independently on own initiative, and co-operatively within a team environment	E



Flexibility with your schedule to adapt to the changing customer needs	E
The ability to communicate verbally and in writing in a courteous manner	E
Ability to work with and assist, both remotely, and if required in person (through travelling), all academies and partners within The Thinking Schools Academy Trust.	E
Full UK Driving License, with access to own transportation.	E
Self-motivated, proactive team player.	E
High level of accuracy and attention to detail.	E
A commitment to customer service.	E
A commitment to equality and diversity.	E