

**The Galaxy Trust**

Respect. Responsibility. Equality



**JOB DESCRIPTION**

**JOB TITLE:** IT Support Assistant

**RESPONSIBLE TO:** School Business Manager and IT Technician

**LOCATION:** The Galaxy Trust

**SALARY GRADE:** KR3

**HOURS:** 37 hours per week, 40 weeks per year

**PURPOSE OF THE POST**

To contribute to a high standard of ICT support to The Galaxy Trust. To support and develop existing and new systems which create a professional impact on those coming into contact with The Galaxy Trust.

**Main Duties**

* Under the instructions and guidance of the School Business Manager/IT Technician provide general ICT technical support within The Galaxy Trust.
* Assist with the expansion of the school network infrastructures including switches, cabling

and wireless network equipment.

* Software installation, maintenance and upgrading in line with the school development policy.
* Administration and development of Internet, Intranet, Office 365, learning platforms and E-mail systems, including The Galaxy Trust websites.
* Support The Galaxy Trust’s ICT provision with general maintenance of the ICT network.
* Assist with and carry out backup procedures when needed and support with general system administration under the guidance of the School Business Manager/ IT Technician.
* Ensure that all computers, laptops and any other ICT equipment is fit for purpose, all software is up to date and all equipment is virus free.
* Support the maintenance and smooth running of the wireless network.
* Ensure that all reported issues are recorded appropriately and actioned in the most appropriate way.
* Assist in the setup of presentation equipment for staff training and assemblies.
* Support The Galaxy Trust by providing ICT support as and when required, including setting up equipment ready for use at the start and end of each day.
* Manage daily workload and prioritise requests with the support of the School Business Manager / IT Technician.
* Ensure that requests for support are dealt with in a prompt manner, ensuring that staff are kept informed of progress.
* Assist with the school’s Asset Register ensuring it is up to date and maintained on a regular basis.
* Support with the maintenance and replacement of equipment: check for quality/safety, undertake repairs/modifications of all Trust ICT equipment (including iPads, iPods, PC’s and laptops).
* Demonstrate a clear understanding of software licencing to support in the recording of licencing and report or address any concerns that may arise.
* Provide support for the management of regular updates on the network (anti-virus, virus definitions, windows and other software updates).
* Support the use of and updating of the SmartBoard screens in all classrooms.
* Manage and update The Galaxy Trust websites ensuring that information is up to date, correct and presented effectively for parents, staff, governors, students and visitors.

**Other Duties**

The IT Support Assistant will take on specific tasks related to the day to day security and safety across The Galaxy Trust as requested by the IT Technician or School Business Manager.

* To support the Administration Team in maintaining proper records throughout the office.
* Liaise with and support parents and other family members.
* To attend out of working hours’ activities, e.g. training, staff briefing, staff meetings and parent’s evenings etc if necessary.
* To be flexible within working practices of The Galaxy Trust, being prepared to help where needed, including working with The Galaxy Trust staff to care for the children.
* To be constantly aware of the security and safety of the children.
* To be aware of the high profile of The Galaxy Trust with the local and wider community and to uphold its standards at all times.
* To comply with GDPR and Data Protection Act 2018 and maintain confidentiality at all times.

**Personal Responsibilities**

* Carry out the duties and responsibilities of the post, in accordance with the School’s Health and Safety Policy and relevant Health and Safety Guidance and Legislation.
* Promote the safeguarding of children.
* Take care for their own and other people’s Health & Safety.
* Use initiative in time management to organise own workload to meet deadlines.
* Contribute to the overall ethos, work and aims of The Galaxy Trust.
* Undertake training and professional development as appropriate.
* Undertake other duties appropriate to the post that may reasonably be required.
* Be aware of and follow policy on confidentiality.
* Create and maintain good working relationships among all members of the school community.

Signed: ……………………………………………………………… Date: ……………………

Employee

Signed: ……………………………………………………………... Date: .………………….

Chief Executive Officer

**PERSON SPECIFICATION**

**DESIRED REQUIREMENTS**

* Knowledge or experience of hardware and software
* Understand and have knowledge of Microsoft Windows
* Generic ICT skills
* Literate with good written communication skills
* Good communication and inter-personal skills
* Numerate and able to work with basic spreadsheet functions