



IT Technician – Aspirations Managed Services

£26,000.

This is an opportunity for a customer focused professional with a technical understanding of IT systems to join our IT Managed Service based in our West London Region, at Rivers Academy, Feltham.

You will be joining a friendly and collaborative IT Support Team who are responsible for the day-to-day running of the school network, assisting with staff and student requests to support the teaching and learning.

As IT Technician, you will be accountable to the Regional Technical Manager to assist the Academies with:

- Providing technical support for the Academy's ICT systems
- Providing network services to meet school requirements
- Installing, setting up, upgrading and maintaining ICT equipment.
- Supporting academic staff using ICT equipment in classroom activities.
- Supporting staff using ICT facilities.

Application forms and further information can be found on the Aspirations website:
www.aspirationsacademies.org

Closing date for applications: **Friday 20 March 2020**

Please send completed applications to: jobs@aspirationsacademies.org

Job Description

Job title	IT Technician
Company	Aspirations Managed Services
Reports to	Regional Technical Manager
Responsible for	Supporting a Multi Academy Trust Infrastructure.
Main duties and responsibilities	
<ul style="list-style-type: none"> Respond to helpdesk tickets and escalate to 3rd Line engineers when necessary. Use the service desk to report, log and correspond to requests Checking that the onsite calls are approached and completed in line with assigned SLA's Maintain school asset record systems Maintain school stock systems Ensure the efficient and effective functioning of the school's ICT facilities including workstations, tablets, laptops and iPads, to meet the needs of the school and its users. Set up equipment such as laptops, data projectors, interactive whiteboards, sound systems and other specialist ICT equipment, ensuring that systems are ready for use and operating correctly. Ensure the efficient and effective deployment of ICT resources. Help deliver hardware and resources to work areas and classrooms as required. Ensure the effectiveness of servers, including email, print and backup servers and their associated operating systems and software with the supervision of Line manager Liaise with the ServiceDesk and ensure optimal operation of all network hardware and equipment, including routers, switches, hubs, UPS, printers, Projectors and Smartboards with supervision of the ServiceDesk. Assist Line manager ensure effectiveness of security solutions, including firewalls, anti-virus solutions. Ensure that ICT rooms and equipment are maintained and functioning to their full capacity, carrying out basic maintenance and repairs to equipment as appropriate. Ensure that start-of-year and end-of-year procedures are correctly assigned, implemented and monitored for each site Ensure adherence to Health & Safety Guidelines at all times. Liaise with exams manager before exams and plan accordingly. 	
General	
<ul style="list-style-type: none"> Liaise and ensure the work of all external providers is carried out to the agreed high standard Keep abreast of developments in the field of ICT and undertake research as appropriate. Support staff and students using computers and help them resolve difficulties efficiently and effectively. Keep up to date with trends in hardware and software and to support the school. Assist with training sessions for staff in such areas as electronic whiteboard use and protocol, (MIS and web-portals). Assist with access to ICT systems for staff, students, governors and parents. Demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the Principal or Senior Leadership Team. Support staff policies and procedures. 	

Person Specification

Job Title	IT Technician
Company	Aspirations Managed Services
Education and Qualifications: <ul style="list-style-type: none">• MSCE or equivalent professional qualifications.• Google Admin• CompTIA security +• CompTIA A+	
Experience/Knowledge/Skills: <ul style="list-style-type: none">• Minimum of three years previous school ICT support experience essential.• Good literacy and numeracy skills.• Experience of Microsoft operating systems and applications.• Experience in Google Apps for Education (Training Provided)• Experience in using MDM's• Knowledge of Apple Mac operating systems and applications.• Previous experience of Microsoft Windows Network.• Previous experience of PC maintenance and repair.• Experience of Local Area Networks.• Ability to work collaboratively with colleagues at all levels throughout the school.• Ability to communicate effectively with colleagues and students.• Ability to provide training and support on ICT packages.• Understanding of the use of ICT in a classroom setting.• Good analytical and problem-solving skills.• Good standard of administrative skills.• Ability to work without supervision and prioritise work.• Willingness to undertake further training.• Physical ability to lift/move computers and related equipment.• Ability to reach inaccessible areas for installation and maintenance of equipment.• Experience of school related software, e.g. SIMs and curriculum-related packages.• Evidence of further professional development in the ICT field.	
Other requirements: <ul style="list-style-type: none">• Ability to work as part of a team.• Enhanced DBS check.	