## Job Description

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| Job title: | Onsite IT Technician |
| Academy: | Rivers Academy will be the main base but on occasions you may be required to work across the other academies within the West London Region. |
| Reports to: | Regional Technical Manager |
| Hours of Work: | 37.5 per week. You will be expected to work the hours to meet the demands of the post. It is recognised that there will be fluctuations with this work especially during school term time. |
| Salary: | £23,000 - £26,000 depending on experience. |
| Annual Leave: | Annual leave is 24 working days for a full year, based on a 5-day working week in addition to Bank/Public Holidays. |
| Disclosure Level:  | Enhanced  |
| Core Purpose |
| * To assist the service desk with the delivery of the ICT managed support service
* Provide school-based users with technical assistance
* Fault Diagnosis and Hardware/Software Support
* Perform routine service delivery tasks
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| Main duties and responsibilities  |
| **Service Desk and Technical Assistance:*** First line ‘break-fix’ assistance to school based users as directed by the site Service Desk queue
* Use the service desk software to report, log and correspond to requests
* Communicate with school-based staff to inform them of action and progress of reported problems
* Assist school-based staff and students with technical issues
* Provide high levels of customer service

**Hardware/Software Support and Fault Diagnosis:*** First line support for workstation and laptop support. Assessment and resolution of hardware/software issues
* First line support for printers. Basic assessment and resolution of hardware issues
* First line support for ICT peripheral devices (USB devices, Scanners, tablets etc)\* Assessment of hardware/software issues
* First line support for interactive whiteboards and projectors. Basic assessment and resolution of hardware issues
* First line support for wireless access points and hardwired network points. Basic assessment and resolution of issues
* Complete trouble-shooting tasks on supported infrastructure as directed by the service desk.
* Test and change cables as required. (Network, USB, serial, parallel etc)
* Change and diagnose hardware equipment as directed by the service desk

**Routine Maintenance and Service Tasks:*** Complete software installations on workstations and laptops as directed by the service desk
* Complete deployment of images to workstation or laptops as directed by the service desk
* Change and replace printer consumables, paper as required
* Restore workstation/laptop images as directed by the service desk
* Complete Active Directory maintenance tasks as directed by the service desk
* Complete backup restores as directed by the service desk
* Complete routine hardware/software maintenance tasks as directed by the service desk
* Report breakages, vandalism or reoccurring problems to the service desk
* Maintain school asset record systems
* Maintain school stock systems
* Complete documentation to standard and at the request of the MST

**Additional responsibilities*** To work flexibly - this may on occasions include evenings, open days, parents' evenings and possibly weekends. This may also involve cover across the wider team in times of need.
* To participate fully in Staff Appraisal according to the requirements of AMS.
* To participate in training and other learning activities and performance development, as required.
* To work safely, consider the safety of others and work within the guidelines stated in the Academy Health and Safety Policy.
* To comply with all decisions, policies and standing orders of the Academy; comply with statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and the Data Protection Act.
* To have a commitment to Child Safeguarding, to promoting the welfare of children and young people in accordance with the Academy's agreed procedures.
* To contribute to the overall ethos/work/aims of the Academy and the Trust.
* To appreciate and support the role of other professionals.
* To recognise own strengths and areas of expertise and use these to advise and support others.
* To respond to requests in a timely manner and in line with set deadlines.
* To undertake such other duties as may be required from time to time commensurate with the level of the post. The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or level of responsibility.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers. The Academy will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition. |

Assessed by application (A)

Assessed by the recruitment process (R)

| **PERSON SPECIFICATION** |
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| Criteria | **Essential** | **Desirable** |
| Qualifications and Education |
| Educated to a Minimum of Level 3, with good literacy and numeracy skills. | A |  |
| Hold an MSCE or equivalent professional qualifications. |  | A |
| CCNA or equivalent certificate. |  | A |
| Experience |
| At least 2-3 years’ experience in IT Desktop/Hardware support | AR |  |
| Good understanding of network infrastructure, network hardware, storage, server virtualisation (Hyper-V), backup technologies, anti-virus, Microsoft Deployment Toolkit (MDT), Google G Suite. | AR |  |
| Experience with Windows 10, Windows Server 2012/2016/2019, desktop hardware (laptops and MacBooks), portable devices (iPads, Android), Chromebooks, multi-function printers. | AR |  |
| Experience of Microsoft operating systems and applications. | AR |  |
| Previous experience of Microsoft Windows Network. | AR |  |
| Previous experience of PC maintenance and repair. | AR |  |
| Previous experience in using MDMs. |  | AR |
| Previous experience of operating Local Area Networks. |  | AR |
| Experience in Google Apps for Education |  | AR |
| Experience of working in an education organisation. |  | R |
| **Skills and Abilities** |
| Ability to effectively communicate issues and resolutions to all levels of the organisation. | R |  |
| Ability to implement, administer, monitor and troubleshoot network infrastructure devices, including wireless access points, firewall, routers, switches, controllers, web filters. | AR |  |
| Ability to maintain confidentiality with sensitive and internal information. | R |  |
| Ability to work as part of a team and to establish good working relationships with all in the Academies and those relating to it. | R |  |
| Strong technical aptitude and ability to research & solve complex issues independently. | AR |  |
| Keep up to date with trends in hardware and software and to support the school. | AR |  |
| Ability to quickly learn new or unfamiliar technology and products using documentation and internet resources. | AR |  |
| Ability to work without supervision and prioritise work.  | AR |  |
| Commitment to own professional development and willingness to undertake further training.  | AR |  |
| **Knowledge** |
| Clear working knowledge of wireless access points, firewalls, routers, switches, controllers, web filters. | AR |  |
| Knowledge of Apple Mac operating systems and applications. | AR |  |