



HATTON ACADEMIES TRUST

JOB DESCRIPTION

Job Title:	IT Support Technician
Line Manager:	IT Network Manager
Responsible to:	Vice Principal/Company Secretary
Salary:	NJC Scale Point 13 - 15
Hours/weeks:	37 hours per week, 52 week contract

Job purpose

To maintain and develop defined computer equipment and resolve identified technical problems, as well as undertaking general tasks which will safeguard school and client ICT resources and promote the use of ICT across the curriculum.

To support ICT service clients with advice and guidance on the appropriate use of ICT resources.

To support with the development of IT services solutions, implementing procedures and providing technical support as required to minimise user and system downtime, in accordance with the terms of client service agreements.

To ensure that accurate and appropriate records of hardware and software inventories, logs of support requests and actions taken and records of expenditure are maintained at all times.

Main Responsibilities

The installation and maintenance of ICT resources

1. *Desktop & Application Support*

- Maintain, upgrade and repair a wide range of PCs and peripherals; install complete applications.
- Detect, diagnose and resolve PC, peripheral and application errors.

2. *Server & Network support*

- Install and maintain standard network cabling; perform basic diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software.
- Install software and CDs on the file server; maintain hardware and software of the server; set disk space and printer quotas; create network shares and manage access rights; monitor system logs.

3. *Portables (tablets, laptops etc) and Telecom Support*

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- Install and maintain telecom handsets
- Maintain, upgrade and repair a wide range of mobile IT devices and peripherals

4. *Health & Safety*

- Carry out basic safety checks.
- Act in accordance with the school's Health and Safety policy and procedures
- Raise awareness among staff, pupils and other users of health and safety implications of poor ICT resource usage.

The support and management of IT services

5. *Configuration & Installation*

- Plan, record and implement changes to hardware and applications; collate and interpret results of testing and advise if goods are fit for use.
- Record and retrieve information in the school's Configuration Management database/log.

6. *Continuity, Maintenance & Security*

- Identify and document risks to ICT systems and suggest precautions; follow extended maintenance procedures.
- Implement and suggest improvements to school backup, virus protection and security procedures.
- Ensure all ICT resources are kept securely, logged on the school asset inventory and all ICT hardware is security labelled to deter theft.

7. *Support Request Management*

- Respond to support requests according to school policy, recording detailed diagnostic information and using appropriate knowledge bases/logs to inform diagnosis and resolution.
- Determine whether an immediate solution is both necessary and possible; ensure steps are taken to find a permanent solution if not immediately possible.
- To follow and adhere to the Framework for ICT Technical Support (FITS) methodology

8. *Internal Support Arrangements & External Contracts*

- Work to the Trust's support service definition and note problems in maintaining service levels; track external support calls and report performance of external contracts.
- Support staff and pupils in the use of ICT resources through direct/in-direct interaction and by producing simple help guides.
- Manage routine contacts with external contractors and suppliers.
- Read school policy documents, schemes of work and curriculum plans; attend relevant meetings.

The development of the Trust's ICT service

9. *Strategy & Planning*

- Identify possible ICT requirements and solutions.

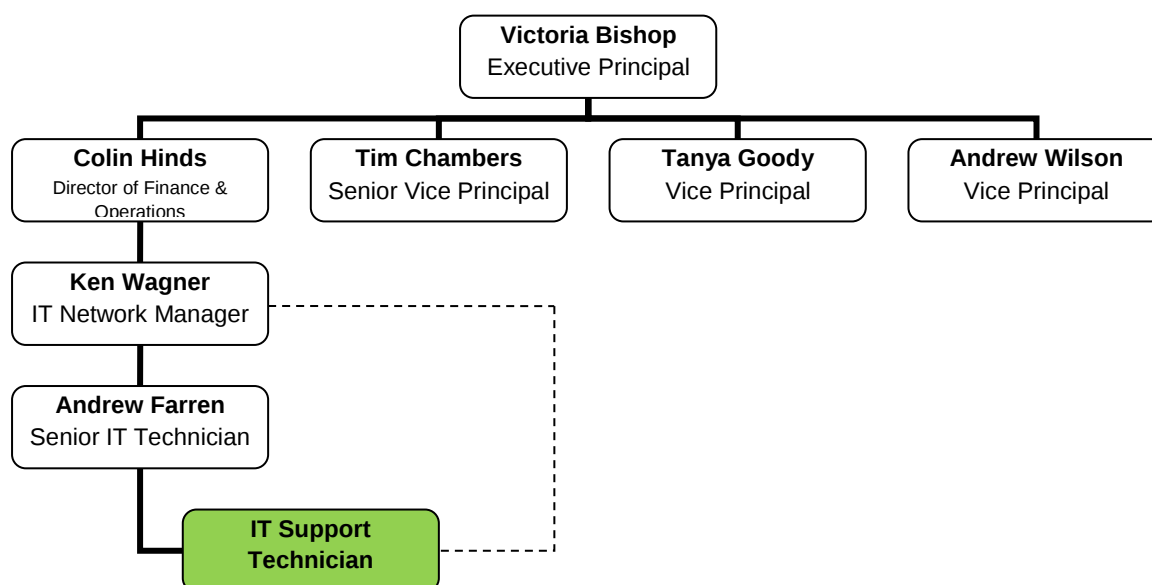
10. *Procurement, Stock Control & Team Responsibilities*

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- Undertake value for money / price comparison searches to ensure the school maximises value for money in the procurement of ICT resources.
- Prepare Purchase Orders for the IT manager, this includes orders for consumables, software & hardware and maintain necessary stock levels following school procedures.
- Work as part of a team and communicate with team members in a professional and constructive manner.

General

- Have responsibility for safeguarding and promoting the welfare of children at the school.
- In the interests of effective working, the major tasks may be reviewed from time to time to reflect the changing needs and circumstances of the role.
- To demonstrate a commitment to personal and professional development by attending related courses, workshops or seminars.
- To ensure that responsible care is taken at all times for the health, safety and welfare of yourself and other persons, and comply with school health and safety policies and procedures and current health and safety legislation.
- To carry out other relevant duties as may be reasonably requested by the Principal and Vice Principal/Company Secretary commensurate with the pay and grade for the post.



Signature of Postholder: _____

Signature of Principal _____

Date _____

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