

East Midlands Academy Trust	
<b>Job title:</b>	ICT Technician
<b>Responsible to:</b>	IT Business Partner
<b>Liaising with:</b>	SLT, students, central team, governors, schools, external agencies, relevant support staff.
<b>Pay range:</b>	£25,000
<b>Contract terms:</b>	One Year fixed term contract (possibility of extension)



All staff should be committed to the school and East Midlands Academy Trust's purpose to provide a relentless focus on great leadership and management and outstanding teaching. East Midlands Academy Trust is committed to support the school leaders, teachers and support staff to be the best they can be.

### Role of the ICT Technician

In this role you will be responsible for the maintenance of all IT Hardware and Services across our seven school sites, as well as supporting the schools in improving the standard of their ICT provisions.

### Responsibilities include:

- Ensure delivery of high-quality ICT services across all Trust schools and sites with frequent travel to locations across the trust
- Maintain accurate and up to date documentation and policies for all ICT Services.
- Perform regular monitoring and maintenance and of all ICT Services and solutions.
- Support all staff and students in the use of ICT services including the provision of training on how to use the Trust's ICT systems and ICT inductions for staff joining the trust.
- Provide support on for classroom-based technology, computers, printers, audio video equipment, smart screens, and other learning technology.
- Provide support for office and back office-based technology, computers, printer, scanner, CCTV, Building Management systems, digital signage, server and networking equipment, data cabling, data ports, network communications and IP phone system support.
- Maintain up to date inventories of hardware and software; security marking and labelling of equipment and recording in the Trust's asset management system

- Monitor the Trust’s helpdesk/service desk system, review all new tickets and either resolve tickets, allocate tickets to other members of internal ICT or escalate to external support providers.
- Network Infrastructure Management – Install and configure active network components.
- Undertake project work to a pre-defined brief and produce documentation when required.
- Follow a methodical and structured model in troubleshooting problems
- Ensure all trust data is kept secure and integrity maintained in line with GDPR report any suspected breaches to the Data Protection Officer and your line manager.

**Additional duties**

Whilst every effort has been made to explain the main duties and responsibilities, please note that this is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade. It is not a comprehensive list of all tasks that the post holder will carry out.

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.

**Health and Safety**

So far as is reasonably practical, the post holder must ensure that safe working practices are adopted by employees, and in premises/work areas for which the post holder is responsible, to maintain a safe working environment for employees and students.

**Safeguarding**

EMAT is committed to the safeguarding of its young persons and expects all staff, volunteers and adults to work within the parameters of the policies and procedures as agreed by the Board of Trustees to ensure the safety of all young persons within its care.

**Equal Opportunities**

It is the policy of EMAT to provide equal opportunities for all individuals; to prohibit discrimination in employment on any basis protected by applicable law, including but not limited to race, colour, religious creed, marital status, sex, sexual orientation, ancestry, national origin, age, medical condition or disability. EMAT promotes equal employment opportunities in all aspects of employment through positive employment policies and practice.

If any special requirements are needed to attend an interview, please inform the trust.

Compiled by: <b>HR</b>	Revision Number: <b>vX</b>
Approved by Headteacher:	Revision Date    __/__/__
Approved by HRBP:	Date: __/__/__
Agreed by Headteacher:	Date: __/__/__
Agreed and signed by post holder:	Date: __/__/__

**East Midlands Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.  
All appointments are subject to safer recruitment requirements.**

**This post is subject to an Enhanced DBS Disclosure**

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Person Specification	Essential	Desirable
<b>Education and Qualifications</b>		
A relevant IT qualification such as Azure fundamentals or CompTIA A+	✓	
<b>Experience</b>		
Experience of working in an ICT Technician or other ICT support role in a fast-paced mobile environment	✓	
Experience of working in an education environment		✓
<b>Knowledge and understanding</b>		
Understanding of networking & switching technologies: IP, DNS, DHCP, LAN, VPN, SD-WAN, Wi-Fi	✓	
Understanding or experience of Virtualisation Technologies such as Microsoft Hyper-V		✓
Experience of using cloud and remote management tools such as Meraki Dashboard, Veeam One		✓
Understanding or experience of Endpoint management tools		✓
Use of a helpdesk/service desk system		✓
<b>Skills and Attributes</b>		
Ability to demonstrate delivery of excellent customer service	✓	
Supporting, installing, and configuring Office 365 and Office Apps, and Windows 10/11	✓	
Repairing PC/Laptop, configuration, replacement, and installation	✓	
<b>Personal Qualities</b>		
Excellent organisational skills	✓	
Communicate effectively with a wide variety of people in a professional and friendly manner; face to face, on the telephone, and in person	✓	
Prioritise and plan workload without supervision	✓	
Ability to work independently	✓	
<b>Further requirements</b>		
Full UK Driving Licence and ability to travel independently between Trust schools and sites using own vehicle	✓	
Able to work flexibly, including on occasion some weekends and evenings	✓	