



JOB DESCRIPTION

POST:	HET IT Technician	DATE: JUNE 2024
REPORTING TO:	HET HEAD OF IT OPERATIONS	
LOCATION:	Altrincham Grammar School for Boys/North Cestrian School	
DISCLOSURE LEVEL:	ENHANCED DBS	

The IT team’s primary purpose is to support the smooth running and day-to-day aspects of IT operations within the Trust. The IT team ensures that the Trust operates strong IT compliance and governance in line with the Academy Trust Handbook and Trust Policy requirements.

This is an excellent opportunity to expand your technical expertise and make a meaningful impact in education.

The IT team supports our hybrid IT infrastructure. As a key member of the team, you will contribute to the smooth operation of our cloud-based systems built around Microsoft Azure and Microsoft 365, ensuring the Trust schools, and our primary school clients, receive exceptional ICT support. This is an excellent opportunity to expand your technical expertise and make a meaningful impact in the education field.

The role requires:

- Effective contribution to the smooth operation of our largely cloud-based systems built around Microsoft Azure and Microsoft 365
- Ensuring our primary school clients receive exceptional ICT support.
- Excellent organisation skills with the ability to prioritise competing tasks.
- The running and coordinating of the Trust’s support ticketing system.
- Effective team working skills, including flexibility and adaptability.
- A high degree of accuracy and attention to detail.
- Ability to work to deadlines.
- Awareness of, and compliance with, policies and procedures relating to child protection, safeguarding and safe working practices, equal opportunities, health and safety, security, confidentiality, and data protection.

KEY RESPONSIBILITIES	
Technical Assistance	<ul style="list-style-type: none"> • Provide expert technical assistance within the Hamblin Education Trust, offering comprehensive support to our primary school clients. • Maintain and troubleshoot computer networks, diagnosing and resolving faults promptly. • Install and configure software and hardware, ensuring seamless functionality. • Manage user accounts on the network, including directories and passwords, with utmost attention to security. • Implement and maintain effective anti-virus procedures, safeguarding our systems. • Execute reliable network backup procedures to ensure data integrity. • Conduct general network 'housekeeping' tasks as required, optimizing performance. • Foster collaborative relationships with external agencies for effective coordination. • Provide off-site ICT support to the Hamblin Trust and our primary school clients, ensuring uninterrupted services.
Technical Support	<ul style="list-style-type: none"> • Deliver comprehensive ICT support to all staff members, including teaching and support personnel. • Document and escalate unresolved faults, coordinating repairs and liaising with external agencies when necessary. • Administer the ticket list to ensure jobs are completed swiftly and satisfactorily. • Collaborate with teaching staff to understand and meet their requirements for seamless lesson delivery. • Maintain central logs for the Curriculum and Admin networks, adhering to established protocols. • Set up and operate video-conferencing equipment, facilitating virtual communication. • Provide technical assistance to staff in the booking and execution of video conferences. • Assist in training staff on a range of computer equipment, including interactive whiteboards, to enhance their digital literacy. • Liaise with external providers to source and purchase equipment and services.
General	<ul style="list-style-type: none"> • Continuously update and enhance your skills through training and professional development opportunities. • Adhere to current Health & Safety legislation and policy in all aspects of your work. • Fulfil any other reasonable duties requested or authorized by the Head Master and/or Head of IT Operations.

This job description is designed to outline the main duties and responsibilities of the role – it is not intended to be an exhaustive list of all duties that may be required to be performed and may be reviewed in the future depending upon operational requirements and staffing levels.

PERSON SPECIFICATION – IT Technician

	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • A basic understanding of networking and experience with Microsoft 365 is desirable, although not essential.
Experience, Skills & Knowledge	<ul style="list-style-type: none"> • We are committed to your success and will provide a comprehensive training program to build the necessary skills and knowledge required for the role. • Must have a willingness to learn. 	<ul style="list-style-type: none"> • Experience in planning and coordinating a ticket list.
Personal Qualities	<ul style="list-style-type: none"> • Strong communication skills, both in person and online. • Evidence of good organisation skills, ability to multi-task, prioritise effectively and work to tight deadlines. • The ability to diagnose issues and form a coherent and decisive response. • The ability to take the initiative and self-motivate. • The desire to learn and develop a growth mind set. • Willingness to work across the HET to perform the necessary role with a commitment to the aims and ethos of the Trust. • Commitment to acting with integrity, honesty, loyalty, and fairness to safeguard the assets, financial probity, and reputation of the schools. • Commitment to providing a responsive and supportive service. • Commitment to constantly seek ways of improving this service. • Ability to work flexibly under pressure and prioritise effectively. • Commitment to maintaining confidentiality. • Commitment to safeguarding. 	
Mandatory	<ul style="list-style-type: none"> • Enhanced DBS check required. 	