Job description

This role is primarily based at Trust HQ (B45 9PB) but there will be a requirement to travel to schools (mileage will be paid).

1.0 JOB TITLE MAT IT Technician

2.0 JOB PURPOSE

1. Support the Strategic IT Manager in the development of a high-quality IT support service.
2. Work with the Strategic IT Manager to ensure that the IT systems across the Trust are available for use by staff and students, kept secure, and running efficiently.
3. To contribute to the development of coherent IT policies and procedures across the Trust and apply them consistently.

3.0 DUTIES AND RESPONSIBILITIES

1. Ensure the installation, maintenance and first line repairs of ICT hardware and networks, authorising repair by outside contractors or replacement/upgrades as necessary.
2. Support data integrity within the MAT.
3. Follow a schedule of ICT maintenance activities across the schools, making amendments as appropriate for additional tasks/requests.
4. Maintain an up-to-date inventory of ICT software & licences in schools. Assist with the security of equipment and asset labelling as necessary.
5. Record loans of ICT equipment. Perform regular maintenance and updates on the device trolleys and iPad charging stations. Keep a log of the types of faults fixed and investigated to refer to if similar errors/faults reoccur.
6. To assist with the update of the website content when needed.
7. To be responsible for the inventory systems, production of ID tags and the set and maintenance of all users and groups in the cloud solution.
8. Ensure that health and safety standards relating to ICT are maintained and adhered to throughout the school. This includes producing and updating relevant procedures and providing advice and practical support to ensure compliance with safe working practices.
9. Provide technical advice and written reports to headteacher, teaching staff, contractors, ICT technicians, pupils and governors on a broad range of ICT issues when requested.
10. Ensure the development of the ICT service that may include contributing to the submission of bids for government funding and liaison with other departments/schools.
11. Plan, manage and supervise implementation of one-off ICT projects, including liaison with external contractors/suppliers and other departments within the school/council in conjunction with the Strategic IT Manager.
12. Supervise a small team of technicians, providing advice and guidance, assisting with recruitment and selection and induction/ongoing training of staff as the team develops.

4.0 SECURITY

1. To ensure the schools and associated IT systems are fully compliant with GDPR and any associated data protection laws. This includes maintaining up to date records of backups, recovery checks, licenses etc, data mapping and risk management.
2. Assist staff with the adoption of positive approaches to cyber-security through measures such as good password hygiene, appropriate use of secure systems, and use of multi-factor authentication.
3. Deploy and monitor security software such as antivirus and encryption products through the Trust MDM.
4. Work with the Strategic IT Manager to develop and deliver staff training and awareness campaigns focused on cyber-security and other IT products used in the Trust.
5. Ensure that correct procedures are followed for granting and maintaining access to systems and IT resources.

5.0 OTHER DUTIES AND RESPONSIBILITIES

1. Request support from the Strategic IT Manager where appropriate.
2. Work with the Strategic IT Manager to develop your own knowledge and skills.
3. Undertake the necessary training associated with the post.
4. To ensure all tasks are carried out with due regard to Health and Safety.
5. To undertake appropriate professional development including adhering to the principle of professional growth.
6. To adhere to the ethos of the MAT.
7. To promote the agreed vision and aims of the MAT.
8. To set an example of personal integrity and professionalism.
9. Attendance at appropriate staff meetings.
10. Any other duties as commensurate within the grade in order to ensure the smooth running of IT across the schools.
11. Willingness to work at and travel across to and between schools in the Trust as and when required (mileage will be covered for travel to schools from the work base).

The above list is indicative and not exhaustive. The MAT IT Technician is expected to carry out all such additional duties as are reasonably commensurate with the role.

I agree that this job description conveys an accurate description of this job. This job description is not exhaustive and subject to review by the Strategic IT Manager in consultation with the post holder as appropriate to the changing needs of the MAT or anticipates changes in the job commensurate with the grade and job title. 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.

Signed ……………………………………… Date ………………………………………
On behalf of Excelsior Multi Academy Trust

Signed ……………………………………… Date ………………………………………
Employee
Person Specification
MAT IT Technician

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<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Education/Qualifications</strong></td>
<td>Good general level of education, with GCSE grades A-C or equivalent in English Language and Mathematics. Relevant IT Related qualification</td>
<td>Network +/MTA A+ Specialist knowledge of in-house software, e.g. Arbor</td>
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<td><strong>Experience/Knowledge</strong></td>
<td>Developed understanding and knowledge of the full range of ICT equipment and networking available (including eg IP, DNS, DHCP, AD, Windows 10 desktop support, Office365, Chrome and Hyper-V) A high-level knowledge of software and hardware, e.g., Microsoft office, networking software, modems, Internet etc. At least 3 years experience of working in an ICT networking environment. Awareness of current ICT issues and trends. Knowledge and understanding of the Data Protection Act and other related legislation. High level of knowledge of a range of ICT equipment, including digital cameras, lap-tops, computers etc Experience of the following: • Microsoft Deployment Toolkit/WDS • Hyper-V • Anti-Virus • Google Chrome OS • Office 365 • Mac OSX • Azure • Active Directory Experience managing devices using Jamf and Intune, experience using AV equipment including Tricaster software, Papercut print management, Ruckus wireless networks and Mac OS X server and desktop support. An awareness and understanding of government initiatives in relation to ICT</td>
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<td><strong>Skills</strong></td>
<td>A high level of literacy and numeracy required in order to read, understand and interpret legislation, government funding bids, technical specifications, write reports, produce costings etc. The ability to research and evaluate new software and hardware and make purchasing decisions.</td>
<td>Be able to think creatively about current and potential future issues that will affect IT.</td>
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<td><strong>Excellsior MAT</strong></td>
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<td><strong>The ability to collate information for inclusion in and production of reports.</strong></td>
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<td><strong>The ability to identify and resolve a full range of complex and technical problems, including hardware/software failures/faults, deadlines, personnel etc.</strong></td>
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<td><strong>Personal Requirements</strong></td>
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- Uses analytical and creative skills to interpret complex information and situations and solve difficult problems.
- The ability to make decisions and overcome problems as they arise.
- Excellent organisational skills.
- The ability to communicate effectively with a wide variety of people in a professional manner, face to face, on the telephone and in writing.
- Good attention to detail and ability to show initiative.
- The ability to plan and prioritise workload without supervision and under pressure.
- The ability to support colleagues.
- The ability to be flexible and positive, dedicated and trustworthy.
- An ability to establish and develop positive relationships throughout the Trust.

- **Excellent knowledge of Customer Service best practice.**

| **Advising / guiding skills** |

- Undertake demonstrations and informal training of staff/pupils on hardware/software.
- An interest in own personal development and willingness to undertake further training.
- Carry out induction and ongoing training of ICT Technicians.

- **The ability to undertake demonstrations and formal training of staff/pupils/Governors/ on any related ICT matters/areas.**
- Ability to write reports for Governors and external sources and produce costings, e.g. for projects.

| **Other manual skills** |

- Manual handling skills are required for the safe lifting and handling of equipment.

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**Excelsior MAT**

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<th>Ability to use hand tools, e.g. screwdrivers.</th>
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<td><strong>Autonomy</strong></td>
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<td>The ability to plan, manage and prioritise own workload and that of team with very minimal supervision.</td>
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<td>The ability to plan and initiate projects and oversee their implementation in conjunction with the Strategic IT Manager.</td>
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All our schools are unique and friendly schools where all staff are valued and supported in their personal and professional development within a nurturing environment. We actively promote the Equality Act and will expect all applicants to demonstrate their commitment to equality in order to improve outcomes for all children who attend the school.

Applicants will also be required to demonstrate their suitability to work with children, including motivation, ability to maintain appropriate relationships with children, emotional resilience to challenging behavior and attitudes to the use of authority and maintenance of discipline.