



The Yare Education Trust

School:	Thorpe St Andrew School and Sixth Form
Job Title:	IT Technician
Recommended Grade:	Scale E
Contracted Hours:	37 Hours Per Week – Full Time (Monday – Friday, 8.00 am – 4.00 pm)
Responsible To:	IT Technician - Team Leader

PURPOSE AND SCOPE

Under the direction of the IT Technician Team Leader or other appropriate supervisor and in accordance with the policies and procedures of the Trust, ensure that a secure, safe and effective IT service is provided for the use of Students, Parents, Teachers and Associate Staff across all supported schools.

LOCATION/TRAVEL

IT support may be provided to any one of the Trust schools and other locations and may require use of the technician's own vehicle (subject to Trust Policy). A full clean driving license is essential.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Strategy, organizational development and redesign

- Support Senior IT staff to implement, monitor and review the IT department improvement plan.
- Support senior IT management to prepare for the Finance and Resources and Audit and Risk Committees.
- Support the senior IT Management team in completing IT related due diligence work as required.
- Responsible for identifying any potential improvements in the IT department processes and activities.
- Contributing to the development and implementation of the Trust's IT strategy.

IT Team

- Deputising for IT staff as required.
- Responsible for the support and development of apprentice/junior IT staff.
- Responsible for maintaining own continued personal and professional development with the support of line manager and keeping any relevant professional registrations up to date.
- Responsible for liaising with internal and external stakeholders such as suppliers, customers, regulators and end users as necessary.

Infrastructure and Equipment

- Monitoring of network performance and assist in troubleshooting problem areas as required.
- Assist in the design and setup of computer systems and networking under the direction of the IT Technician Team Leader.
- Investigate and resolve system failures.
- Responsible of server administration tasks including disaster recovery, user administration and monitoring.
- Installation, maintenance, troubleshooting and repair of school infrastructure and components.
- Contribute to the design and commission of new systems and infrastructure, providing proactive communication throughout.
- Perform regular inspections and maintenance of classroom equipment.
- Maintenance and configuration of security systems such as door access and CCTV.

Software and Licenses

- Installing, configuring and maintaining software, ensuring license requirements are met and updates are applied.
- Diagnosing and troubleshooting software issues.
- Management and maintenance of cloud based solutions.
- Ensuring the security of client and servers by installing updates and firmware. Report and research any critical updates or vulnerabilities to the IT Technician Team Leader.
- Contribute to the design, implementation and deployment of new software before full-scale installation.

Security and Risk

- Monitoring and upgrading anti-virus software to ensure security at the user level. Highlight any risks to the IT Technician Team Leader.
- Maintenance of backup operations, ensuring reliability and accuracy.
- Identify technical best practice and recommendations.
- Identify and highlight security risks or known issues to IT Technician Team Leader.

Websites and Social Media

- Assist in the generation, editing, publishing and sharing of content.
- Stay up-to-date with the latest social media best practices and technologies. Assist and advise these with other departments to coordinate actions.
- Produce maps and visualizations of key documents.
- Assist in updating website hosting platforms where necessary.
- Provide support and training to other staff on how to add content and maintain the website(s).
- Liaise with site suppliers to meet requirements on main website.

Management Information Systems

- Provide support, advice and feedback to users.
- Assist in ensuring accurate and complete asset management records are maintained.
- Assisting in the recording of change management procedures and ensuring that they are adequate.
- Ensure documentation and guidance on system information and processes are appropriate and regularly updated.

Support and Training

- Serving as a point of contact for IT support within the organization and maintaining a proactive communication with those involved.
- Maintain and support safeguarding systems including computer monitoring and internet filtering tools.
- Attend educational conferences and meetings as per direction of the IT Technician Team Leader.
- Provide support promptly and professionally via the various means of contact such as email, phone and helpdesk while maintaining a respectable SLA.

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 are 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.
- to have a flexible approach to work and be willing to work outside of the normal working day, as required, to meet the needs of the role and school.
- to be courteous to colleagues and students, providing a welcoming environment to visitors and telephone callers.

This job description is current at the date shown but, in consultation with you, may be changed by the Principal to reflect or anticipate changes in the job commensurate with the grade and job title.

Employees may be required to provide IT Support to any one of the Trust schools and other agreed locations on an adhoc or rotated basis. The Employee may be expected to travel to these locations in their own vehicle (subject to Trust Policy).

April 2022