

JOB DESCRIPTION

Post Title: ICT Services Technician	The Three Rivers Learning Trust Ltd		Office Use
Grade: Band 3	Service/Workplace: The King Edward VI School		
Responsible to: ICT Services Manager	Date: December 2016	Manager Level: None	

Job Purpose:

1. Under the guidance of senior staff, assist in all aspects relating to the care and maintenance of computing, audio, visual, photocopying and telephone equipment across the Trust
2. Contribute to the effective and efficient running of the Service

Resources	Staff	None
	ICT	Assistance with the day-to-day operation of ICT Services
	Physical	Office equipment, accuracy and security of databases
	Clients	Internal (Teachers, other staff, students, Directors) and external (parents, visitors, members of the public)

Duties and key result areas:

1. To provide first line helpdesk support to students and staff for hardware, software, audio-visual, photocopiers and telephone equipment.
2. To assist with the purchase, setting up, maintenance and repair of computers, audio-visual equipment, computer-linked equipment and computer-related equipment.
3. To install and configure software applications.
4. To help produce and maintain I.T. statistics, reports, checklists and other documentation as necessary.
5. To assist with the upkeep of the Trust I.T. inventory.
6. To help maintain appropriate stock levels of computer consumables and accessories and to raise purchase orders as necessary ensuring that value for money is obtained.
7. To maintain satisfactory standards of safety and security in relation to computer rooms and equipment.
8. Be familiar with the network infrastructure (cable and patch panels and switches) and follow supplier's recommended procedures
9. To be aware of and abide by the Trust health and safety procedures and associated policies.
10. To proactively implement the Trust's policies and procedures.
11. To undertake any other relevant duties as may reasonably be requested by the ICT Services Manager.

Additional Duties & Responsibilities:

1. Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
2. Be aware of and support difference and ensure equal opportunities for all
3. Contribute to the overall ethos/work/aims of the Trust
4. Participate in training and other learning activities and performance development as required
5. Operate relevant ICT packages e.g. Microsoft Word/Excel, Internet, & G-Suite
6. Establish constructive relationships and communicate effectively with external agencies.
7. Appreciate and support the role of other professionals
8. Attend and participate in relevant meetings as required
9. Such other responsibilities allocated which are appropriate to the grade of the post.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to do the same

Work Arrangements

Physical requirements:	Office based
Transport requirements:	None
Working patterns:	37 hours Full Year
Working conditions:	Normally indoors

PERSON SPECIFICATION

Post Title: ICT Services Apprentice	Director / Service / Sector: The Three Rivers Learning Trust Ltd.	Ref:
Essential	Desirable	Assess by
Knowledge and Qualifications		
Good numeracy and literacy skills Knowledge and experience of Windows Operating Systems Enthusiasm for IT	NVQ Level 2 Qualification or similar recognised standard, formal qualifications in English & Mathematics. Knowledge of Apple and Chrome Operating Systems	A/I/R
Experience		
12 Months experience of: Networking Helpdesk support Building and configuring PC's / Laptops Experience of G-Suite Experience of working with members of the public, either in person or by telephone.	Experience of: Hyper V Virtual Computing	A/I/R
Skills and competencies		
Good ICT Software and hardware skills Ability to work with children and adults Ability to work as a member of a team Ability to self evaluate learning needs and actively seeking learning opportunities Knowledge of Microsoft Software including Office Good customer service awareness and communication skills	Experience of education ICT systems and/or other management information systems. Knowledge/experience of computer network systems Knowledge of Microsoft administration tools - e.g. Active Directory Experience of Audio/Visual equipment	A/I/R
Physical, mental and emotional demands		
To have a flexible approach to the working day to meet the needs of the organisation Some periods of concentrated mental attention and pressures from deadlines, interruptions or conflict		A/I/R
Other		
Willingness to take and act on advice High expectations of oneself and of students A commitment to and interest in the wellbeing, support and achievement of students Energy and enthusiasm A belief in teamwork and cooperation with adults and students A willingness to challenge oneself to seek continuous improvement To be positive about the need for innovation and change Flexibility, imagination and resilience, reliability and integrity A positive attitude to school Self awareness	Interested in further professional development	A/I/R

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits