

Northern Education Trust – Job Description

Job Title:	Primary ICT Technician		
Base:	Central Region (Academy base to be discussed at interview and confirmed on appointment)		
Reports to:	Director of ICT	Grade:	NJC SCP 22 - 25
Additional:	Regular travel is required across the region to Trust academies and to other Trust offices.	Term:	Permanent

JOB PURPOSE

- To support the provision of high quality and professional ICT services to all staff and students within the primary academies in

JOB SUMMARY

1. Work independently to provide day-to-day ICT support across the Trust's primary academies.
2. Manage own workload through the allocation of calls via the helpdesk.
3. Providing first and second line ICT support to staff and students.
4. Maintenance of all ICT rooms and equipment across the primary academies in your region
5. Evaluate new and existing software.
6. Attend and contribute to ICT related meetings.
7. Assist in the development of recording systems for ICT usage.
8. Keeping the ICT software/hardware inventories up to date.
9. Providing technical support for staff presentations.
10. Be aware of and adhere to all relevant health and safety legislation associated with duties undertaken.
11. Commission, maintain, test and repair electronic/computer systems, associated peripherals and AV equipment ensuring this equipment complies with health & safety legislation.
12. Install and configure software.
13. To comply with the Trust's child safeguarding procedures, including regular liaison with the designated child safeguarding person over any safeguarding issues or concerns.
14. To comply with Trust policies and procedures at all times.
15. Undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation.

NET is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check. Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified and the post holder may reasonably be expected to undertake other duties commensurate with the level of responsibility that may be allocated from time to time.

Signed:

Date:

Northern Education Trust
Post: Primary ICT Technician
PERSON SPECIFICATION

			Assessed by:	
No	Categories	Essential / Desirable	App Form	Interview / Task
QUALIFICATIONS				
1.	5 GCSE's or equivalent, including English and Maths	E	✓	
2.	NVQ Level 3 in ICT (or equivalent)	E	✓	
3.	Evidence of continuous professional development and training	E	✓	
EXPERIENCE				
4.	Experience of working in a school environment	E	✓	✓
5.	Experience of working in an IT support role	E	✓	✓
6.	Experience of network protocols and VLANs	E	✓	✓
7.	Experience of using Microsoft Office packages, SIMS, databases and web technologies	E	✓	✓
8.	Experience of anti-virus solutions	E	✓	✓
9.	Evidence of effective management and monitoring of resources	D	✓	
10.	Knowledge of Apple OSx and IOS.	D	✓	
ABILITIES, SKILLS AND KNOWLEDGE				
9.	Excellent communication and listening skills	E	✓	✓
10.	Ability to respect and maintain confidentiality	E	✓	✓
11.	Good understanding of current software operating systems.	E	✓	✓
12.	Ability to relate to students in a pleasant the sympathetic manner and to recognise potential child safeguarding issues	E	✓	✓
13.	Efficient and effective organisational skills	E	✓	✓

			Assessed by:	
No	Categories	Essential / Desirable	App Form	Interview / Task
14.	Excellent customer service skills and ability to respond quickly as circumstances dictate.	E	✓	✓
15.	Ability to work effectively as part of a team, understanding Academy roles and responsibilities and your own position within these.	E	✓	✓
16.	Knowledge of software and network integrity and security	E	✓	✓
PERSONAL QUALITIES				
16.	A strong commitment to the Trust values and ethos	E	✓	✓
17.	Commitment to support the Trust's agenda for safeguarding and equality and diversity	E	✓	✓
18.	A flexible approach and strong work ethic	E	✓	✓