North East
Learning Trust

WE'RE LOOKING FOR AN **IT SUPPORT TECHNICIAN** TO JOIN OUR TEAM

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IT Support Technician
Required as soon as possible
Salary: SCP 4 - 9 (£18,426 - £20,344)

Due to the Trust expansion, we require a highly experienced ICT Support Technician that will support and manage ICT service resources at their Northumberland school base (Bedlington Academy and Ashington Academy). The role could occasionally require placement at one of our other Trust sites, necessitating the need for a confident and professional attitude with a desire to help.

The ICT Support Technician will assist in all aspects relating to the care and maintenance of computing, audio, visual, printing and telephony equipment and supporting junior staff as required. The role will encompass 1st to 2nd line support, but could also require working with senior technical staff with project based works.

The North East Learning Trust and will be able to offer you:
- A welcoming learning environment.
- A highly supportive strategic team.
- Skilled and professional colleagues.
- Innovative opportunities for continuing professional development.
- Staff wellbeing package

If you are passionate about ICT, have high expectations with regards to standards and a commitment to ensuring excellent customer service, we look forward to your application.

Deadline: Wednesday 27 March 2019
Shortlisting will take place on Thursday 28 March 2019, with interviews week commencing 1 April 2019.

Visits to the school are warmly welcomed.
Please contact **Jade Hutton** on **01670 822625** to arrange a visit.

How to apply:
Letters of application should be no more than two sides of A4 and should be returned with application forms to **jade.hutton@bedlingtonacademy.co.uk** or by post to Jade Hutton, Bedlington Academy, Palace Road, Bedlington, Northumberland, NE22 7DS.

North East Learning Trust
The Academy at Shotton Hall,
Passfield Way, Peterlee, SR8 1AU

0191 518 0222
enquiries@nelt.co.uk
www.nelt.co.uk

Job description

Salary, Hours & Benefits:
- SCP 4-9 (£18,426 - £20,344)
- Full Time (37 hours per week)
- 25 days' annual leave

Responsible to:
Schools ICT Manager

Main purpose of the post:
To assist in all aspects relating to the care and maintenance of computing, audio, visual, printing and telephony equipment supporting junior staff as required.

The role is predominantly 1st and 2nd line support, assisting senior technical staff as required.

1st / 2nd line support responsibilities:
- Basic end user orientation, desktop and application use as well as cloud services as required
- Respond to queries and requests for assistance, logging and updating those queries to reflect the ongoing status using the helpdesk ticket system
- Support end users and their associated accounts/data
- Provide general support for end user devices & printers
- Maintain print devices and queues, escalating maintenance issues with supplier
- Update group policy as required using change control
- Ongoing backup health, logging/resolving issues as required
- Monitor all devices to ensure AntiVirus/Updates/Firewall etc. health
- WebFilter/Firewall effectiveness and general health by routine testing
- Maintain UPS system and perform TPM to ensure power events are handled as expected
- Manage and allocate network resources as appropriate, assign/patch network ports and perform basic VLAN assignments etc.

- Ensure wireless connectivity is working as designed by performing regular connectivity and throughput testing.
- Maintain digital signage system used throughout the trust, ensure availability and manage schedule as applicable.
- Manage mobile device management system, device health and updates as well as application assignments etc.
- Update asset system as appropriate to track old/new equipment, moves/allocations etc.
- Manage backup system to ensure coverage and recovery assurance.
- Monitor server health and availability, escalating as required to ensure optimum uptime.
- Implement and maintain AV solutions ranging from a single projector/IWB to multi display/multi source system with IR/Serial controllers.
- Maintain applications used throughout the Trust, applying updates and managing deployment assignments.
- Maintain central update and antivirus policies to mitigate emerging threats and advisories.
- Manage telephone system deployment and device allocations, working with provider as required for call routing changes etc.
- Monitor and maintain basic network services such as DNS and DHCP

General Accountabilities:
- So far as is reasonably practicable, the post holder must ensure that safe working practices are adopted by employees, and in premises/work areas for which the post holder is responsible, to maintain a safe working environment for employees and service users. These are defined in the Health and Safety Policy and codes of practice
- Work in compliance with the Codes of Conduct, regulations and policies of the Trust, and its commitments to equal opportunities
- Ensure that output and quality of work is of a high standard and complies with current legislation/standards

Working Arrangements:
- Professional standard of dress required
- Annual leave may be taken flexibly during the year but predominately during school shutdown periods.

This job description may be reviewed annually as part of the Performance Review process

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Person specification

	Essential	Desirable	Method of Assessment
Qualifications	• 5 GCSE qualifications (or equivalent) • at A* - C • Demonstrable commitment to personal professional development	L3/4 Qualification in ICT Applicable vendor certification i.e. CCNA, MCSA, CompTia+	• Application Form
Experience	• At least 1 years' experience within an ICT support role • A demonstrable understanding of Windows based environments • Confident with all aspects of client side operating systems, network drives/printers etc.		• Application Form • References • Interview • Skills Test
Personal attributes	• Energy, drive and enthusiasm • Ability to support a team culture • Ability to plan and organise time effectively, work under pressure and meet deadlines • Excellent customer service skills and great communicator		• Application Form • References • Interview

References:

Any relevant issues arising from references will be taken up at interview.

DBS and pre-occupational health:

The North East Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Any offer of employment will be subject to receipt of a satisfactory DBS Enhanced Disclosure.

An enhanced DBS check and pre-occupational health check are an essential part of the selection and recruitment process.

Equal opportunities:

We are an equal opportunity employer. We want to develop a more diverse workforce and we positively welcome applicants from all sections of the community.

Applications with disabilities will be granted an interview if the essential job criteria are met.

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