BISHOP CHADWICK CATHOLIC EDUCATION TRUST

JOB DESCRIPTION

POST TITLE: IT Engineer

GRADE: Band 5

RESPONSIBLE TO: Lead IT Engineer/IT Manager

Overall Objectives of the Post:

As a key member of the ICT team in the Trust, you will make a significant contribution towards ensuring the ICT infrastructure across the Trust and within all its schools, is efficient, effective and supports teaching and learning.

Key Tasks of the Post:

You will work towards the overall objectives of the post. You will:

- Embrace the Trust's vision in *"Better Schools, Better Communities, Better Futures in Christ",* supporting colleagues to achieve their outcomes and work with purpose and direction to implement the Trust's priorities.

- Value diversity, celebrate equality, involve, and empower people, encourage innovation and promote a clear customer focus and performance culture.

- Travelling to sites to support the IT Manager with the maintenance and development of software and hardware, networks and broadband connections.

- Troubleshoot across the network including but not limited to imaging of PC's and iMacs, security patches and updates, repair/replacement of faulty components in computers, laptops, iPads, projectors, printers and other school ICT equipment.

- Install new software as appropriate.

- Support in the implementation and development of web-based teaching and learning technologies such as Office 365 and Google Workspace.

- Correct faults as they occur on the network.

- Making sure that calls assigned to them adhere to the agreed SLA.

- Proactively searching out potential technical issues, identifying possible risks and suggest solutions.

- Updating technical documentation as major changes are implemented.

- Active membership of the Change Control team to deliver a technically capable, high quality, cost effective Change and Problem Management support service.

- Support the IT Manager in the implementation of any new initiatives as appropriate.
- Staff the Trust helpdesk on any computer/ICT related enquiries, escalate any queries where necessary.
- Carry out routine ICT procedures such as ensuring daily backups are carried out and checks of equipment.
- Support and maintain appropriate e-safety policy and practice.
- Seek appropriate support assistance from Helpdesks, LA and Websites as required.
- Assist the Trust in the replacement and record keeping of key consumables required.
- Provide training and support to staff, where required and appropriate. This may include in class support and working directly with pupils, including supporting students at lunchtime.
- Be responsible for maintaining efficient records of hardware via the Trust inventory and efficient management and recording of software licensing agreements.
- Support the various cashless catering system and income management systems used in the Trust.
- Support and maintain the Trust's phone system.
- Carry out PAT testing of equipment if necessary.
- Review and develop your own personal practice, including taking part in performance review annually.
- Upload items to websites and support the development where necessary.
- To support and line manage, where appropriate, Apprentice IT Engineers.
- Ensuring that all administrative duties, checks, documentation, are completed accurately and submitted within required deadlines.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: PHN

Date: 24.06.21