

Job Description

The Trust is committed to safeguarding and promoting the welfare and safety of children and young people and expects all staff to share this commitment.

Post title: Trust ICT Technician

Grade: G/H, SCP 12-20

Responsible to: ICT Team Leader

Job Purpose

To support the operational delivery of the Trust's ICT services support to NPCAT schools, ensuring an effective and responsive service.

Main Responsibilities

- To support the ICT Team Leaders in the day to day running of the Trust's network and ICT systems
- To maintain and develop the Trusts' ICT resources for safe, effective use by staff and pupils
- To implement procedures and provide technical support in line with the Trust's ICT support requirements
- To maintain an appropriate inventory of hardware and software licences across the Trust.
- To investigate reported faults, support requests and to proactively take action on these requests in line with agreed service standards and KPIs
- To support and advise pupils and staff in the appropriate use of ICT
- To support the use of the Trust's ICT Help Desk system that ensures requests for work are prioritised and completed in line with agreed standards
- To be responsible for the Trusts audio visual systems including digital signage systems
- Comply with and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Set up equipment such as laptops, data projectors, interactive whiteboards, sound systems and other specialist ICT equipment, ensuring that systems are ready for use and operating correctly
- Maintain common hardware found in each school within the Trust; install applications and troubleshoot basic problems
- Maintain, upgrade and repair a wide range of PCs and peripherals including printing systems, network attached printers, network attached scanners, and mobile wireless devices; install complete applications
- Detect, diagnose and resolve PC, peripheral and application errors

- Install and maintain standard network cabling; perform basic diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software
- Perform routine tasks to maintain user accounts and permissions, including implementing disk space and printer quota policies
- Updating of student user accounts and generating new accounts when necessary following the NPCAT ICT username standard
- Carry out basic safety checks, ensuring cabling and services do not pose a hazard
- Follow relevant H&S procedures and raise awareness among staff, pupils and others. Plan, record and implement changes to hardware and applications; collate and interpret results of testing and advise if goods are fit for use
- Accurately record and retrieve information in the Trust's asset management database
- Work to and give guidance to others on the ICT acceptable use policy
- Note risks to ICT systems and suggest precautions; follow extended maintenance procedures
- Observe the Trusts backup plan, virus protection and security procedures and report problem that arise in these areas
- Ensure the correct disposal of damaged and un-repairable equipment and that the school meets its recycling duties in line with current procedures and legislation
- Proactively respond to support requests according to Trust procedures, recording detailed diagnostic information and using appropriate knowledge base's/logs to make diagnosis and resolution
- Determine whether an immediate solution is both required and possible; ensure steps are taken to find a permanent solution if not immediately possible
- Identify possible ICT requirements and work with the ICT Team Leaders to outline solutions
- Maintain stock levels of toner for departmental printers and raise purchase requisitions when required
- Work as part of a team and adopt flexible working practices
- To attend and participate in meetings within the Trust as required
- Occasional inspection of cables in floors and ceilings, lifting and transporting of moderately heavy objects, such as computers and peripherals. A substantial amount of work involving visual display units.

Safeguarding, Equality & Diversity and Health & Safety

- To safeguard and promote the welfare of children for whom you have responsibility or come into contact with, to include adhering to all specified procedures.
- To carry out your duties with full regard to the NPCAT's Equality Policy and objectives.
- To comply with Health and Safety policies, organisation statements and procedures, report any incidents/accidents/hazards and take a proactive approach to health and safety matters in order to protect both yourself and others.

These duties are neither exclusive nor exhaustive, and the post holder will be required to undertake other duties and responsibilities, which the Trust may determine.

PLEASE NOTE THAT SUCCESSFUL APPLICANTS WILL BE REQUIRED TO COMPLY WITH ALL ACADEMY TRUST POLICIES. THE SUCCESSFUL APPLICANT WILL BE SUBJECT TO FULL ENHANCED DISCLOSURE CHECKS – AND THESE WILL BE SUBJECT TO RECHECKING AS APPROPRIATE.

Person Specification

Stage	Essential		Desirable	
Experience	E1	Experience of finding creative solutions to ICT related tasks	D1	Previous experience in a similar role
	E2	Experience in a technical support role, including experience in assembling, troubleshooting varying hardware & software	D2	Experience of working in a school or other public sector ICT team
	E3	Previous experience of regular maintenance tasks such as software updates, system backups, and hardware upgrades	D3	Experience in a technical support role, including hardware/software/operations and systems including server and network experience
	E4	Experience with remote desktop tools and providing remote assistance to resolve technical issues	D4	Experience with Microsoft Intune
Qualifications and Training	E5	A relevant ICT qualification or equivalent work experience	D5	Evidence of sustained CPD in an ICT related area
	E6	Some experience of finding creative solutions to ICT related tasks		
Knowledge and Skills	E7	An understanding of networks and experience with Windows Server, Active Directory, DHCP, & DNS	D6	Ability to self-evaluate CPD needs and to seek out new learning opportunities
	E8	An understanding and working knowledge of PC hardware, and PC applications/operations systems such as Windows 10 & 11		
	E9	Good problem solving skills		
	E10	An ability to work to deadlines		
	E11	Ability to work both independently and collaboratively in a fast-paced environment		
Personal Characteristics	E12	Good communication and interpersonal skills, with the ability to effectively communicate to non-technical stakeholders	D7	Excellent role model
			D8	Demonstrates a 'can do' outcome focused attitude and approach, is resourceful and works to find solutions

	E13	Ability to show patience when dealing with people and situations	D9	Ability to work effectively as a team member
	E14	Ability to build and sustain effective working relationships		
	E15	Professional appearance and demeanour		
	E16	A willingness to develop and learn new skills		
	E17	High level of integrity and ethical behaviour, with a commitment to maintaining the confidentiality, integrity, and availability of sensitive information		
Special Requirements	E18	A willingness to work flexibly, on occasion outside of normal core hours, in response to service demands	D10	A knowledge of safeguarding and child protection requirements
	E19	Willingness to embrace the Catholic nature of the Trust		
	E20	Ability to meet the travel requirements of the post (where applicable)		