

<b>Job Description and Person Specification</b>	
<b>Post Title</b>	IT Technician
<b>Grade</b>	Grade 5
<b>Responsible to</b>	Senior Technician
<b>Contract Type</b>	Term Time plus 2
<b>Contracted Working Hours</b>	37 hrs p/w
<b>Contract Term</b>	Permanent
<b>Review</b>	Annually
<b>Penk Valley Academy Trust</b>	
Children learn. Whether they are playing, socialising with friends and family, watching TV or taking part in an organised activity, children go on learning. The role of our Academy Trust is to deliberately design opportunities for learning to take place.	
<b>Purpose of the post</b>	
<ul style="list-style-type: none"> <li>To provide IT support including audio-visual and other media, and function as part of IT operations across all curriculum areas and administration.</li> <li>To maintain the security and efficiency of Academy network system under the supervision of the Senior IT Technician and co-ordinate the efficient operations of all computers and associated equipment within the Academy.</li> <li>To ensure that the underlining network infrastructure operates efficiently, perform within agreed targets and delivers a secure platform for Academy to carry out its business.</li> <li>To carry out regular performance monitoring of all IT related equipment early detection of problems and to maximise their performance.</li> </ul>	
<b>Main Duties &amp; Responsibilities</b>	
<ul style="list-style-type: none"> <li>Provision of IT support services to students, staff as required for their work.</li> <li>To assist with the sound and lighting at functions, assemblies, presentations etc.</li> <li>To provide a recording and copying service as required, ensuring compliance with copyright legislation.</li> <li>To assist the Technical Support Team from the Trust to ensure that the curriculum and administration networks are efficiently and effectively managed, e.g.  <u>On a day to day basis:</u> - updating passwords on request, creating users, installing software, checking for unauthorised use, auditing use, building network stations, technical support functions including fault diagnosis and resolution.  <u>Annually:</u> - creating users, deleting old users, deleting redundant software, equipment audits.</li> <li>To assist with the technical management of devices and mobile device management software.</li> <li>To take bookings for media equipment as required, e.g. cameras, sound and lighting systems etc.</li> <li>To be responsible for sound and lighting equipment, including secure storage of equipment and cleaning as required.</li> <li>To ensure that IT resources are maintained in good working order by checking equipment, cleaning keyboards, replacing toner cartridges, any related simple maintenance.</li> <li>To install and support software on stand-alone machines.</li> </ul>	

<ul style="list-style-type: none"> <li>• To keep appropriate records e.g. equipment inventory, logging whereabouts of portable equipment, loans to staff and equipment faults, annual stock take of equipment.</li> <li>• To carry out adequate back-up procedures e.g. checking logs.</li> <li>• To support teaching staff with the general running of IT rooms to ensure lessons are efficiently and effectively serviced.</li> <li>• To liaise with external suppliers/agencies, e.g. Codsall IT Services, Broadband providers, VOIP services</li> <li>• To perform any other duties as defined by Senior Leaders.</li> <li>• To keep abreast with developments in educational IT and A/V</li> <li>• To make suggestions to improve the ongoing effectiveness of non-teaching support.</li> <li>• To comply with the requirement of Health and Safety, or relevant legislation.</li> <li>• To understand and comply with the academy's Equal Opportunities policy.</li> <li>• To take part in a Performance Review system.</li> <li>• Holiday leave will be in-line with the policy for all non-teaching staff</li> <li>• All staff are expected to work in a flexible and versatile manner as directed by their line manager.</li> <li>• To work within the requirements of the Safeguarding Children's Policy</li> </ul>
<b>Corporate Responsibilities</b>
<ul style="list-style-type: none"> <li>• assist with pupil needs as appropriate during the Academy day</li> <li>• show support for and uphold our ethos, values and policies</li> <li>• promote high standards in attendance, punctuality and appearance</li> <li>• support the induction of new staff, students and apprentices</li> <li>• communicate effectively and professionally, both orally and in writing</li> <li>• actively participate in any appropriate training and staff meetings as required</li> <li>• reflect on, evaluate and take responsibility for outcomes in order to raise standards further</li> <li>• make a positive contribution to the wider life and ethos of the Academy</li> <li>• act with professionalism, integrity and with due regard to matters of a confidential nature at all times</li> <li>• ensure the implementation of and compliance with all policies and procedures relating to safeguarding, child protection, prevent, Health and Safety, security, confidentiality and data protection, Inclusion, Race Relations, Equal Opportunities, seeking advice as necessary</li> <li>• comply with any reasonable request from a manager or Principal to undertake work of a similar level or commensurate with role and level of responsibility that is not specified in this job description</li> </ul>
<b>Supervision received</b>
<ul style="list-style-type: none"> <li>• Senior Technician</li> <li>• Codsall IT Support as deemed necessary</li> </ul>

The Academy will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities or continued employment for any employee who develops a disabling condition.

<b>Person Specification</b>			
<b>Specification</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment</b>
Educational Training Qualifications	<ul style="list-style-type: none"> <li>• 5 A-C or equivalent GCSE's</li> <li>• Good level of Literacy, Numeracy and IT skills.</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ level 3+ qualification in IT infrastructure and Business</li> </ul>	<ul style="list-style-type: none"> <li>• Application</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Good working knowledge of Microsoft and Apple products.</li> <li>• Understanding of server functions and management</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with office 365 Integration</li> </ul>	<ul style="list-style-type: none"> <li>• Application</li> <li>• Interview</li> <li>• References</li> </ul>
Knowledge and understanding	<ul style="list-style-type: none"> <li>• Good understanding and ability to use relevant technology.</li> <li>• Ability to work constructively as part of a team.</li> <li>• Good communication skills, ability to relate well to children and adults.</li> <li>• Methodical with a good attention to details.</li> </ul>	<ul style="list-style-type: none"> <li>• Web design preferably Wordpress</li> </ul>	<ul style="list-style-type: none"> <li>• Application</li> <li>• Interview</li> </ul>
Personal Skills and attributes	<ul style="list-style-type: none"> <li>• ability to think and work independently as well following technical instructions.</li> <li>• The ability to support colleagues and students.</li> <li>• The ability to be flexible and positive, dedicated and trustworthy.</li> <li>• The ability to think strategically.</li> <li>• excellent interpersonal skills with sensitivity to communicate internally and externally.</li> <li>• ability to manage difficult situations and in emergency.</li> <li>• problem solving skills &amp; solution focused attitude.</li> <li>• Able to meet tight deadlines.</li> </ul>		<ul style="list-style-type: none"> <li>• Application</li> <li>• Interview</li> <li>• References</li> </ul>
Behaviour and values	<ul style="list-style-type: none"> <li>• harness a "can-do" attitude to work.</li> <li>• Adaptable to change/embrace and welcomes change.</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> <li>• References</li> </ul>

	<ul style="list-style-type: none"> <li>• Acts with pace and urgency being energetic, enthusiastic and decisive.</li> <li>• Customer solution focused</li> <li>• Adapt quickly and cope with inevitable change processes</li> <li>• Demonstrate that they hold the following values               <ul style="list-style-type: none"> <li>○ transparency</li> <li>○ honesty</li> <li>○ integrity</li> <li>○ confidentiality</li> <li>○ empathy</li> <li>○ respect</li> </ul> </li> </ul>		
Other	<ul style="list-style-type: none"> <li>• Full DBS Cleared</li> <li>• Full UK Driving Licence</li> </ul>		<ul style="list-style-type: none"> <li>• Application</li> </ul>
<b>Safeguarding</b>			
<p>Safeguarding and promoting the welfare of children is everyone's responsibility. Staff are required to follow the statutory guidance from the Department for Education. Staff are required to read:</p> <ul style="list-style-type: none"> <li>• Part 1 and Annexe A of 'Keeping children safe in education September 2016'</li> <li>• School safeguarding policies</li> <li>• The code of conduct</li> </ul> <p>Staff must know the identity and understand the role of the designated safeguarding leads. In addition, in order for staff to understand and discharge their role and responsibilities as set out in 'Part one' of the guidance, staff are required to identify any additional training needs and read safeguarding bulletins they receive through the year</p>			