**Regional ICT Technician - Job Description**

Salary: SCP 12-17 £22,183 – £24,491 pa

Line Management; Regional ICT Manager

Full Time 37 hours

**Learning Support Staff Responsibilities:**

Be committed to working as part of a cohesive, supportive and forward-thinking team of colleagues with a shared vision designed to:

* Raise student attainment so that all students progress to further and higher education and quality employment
* Place the Academy and its facilities and resources at the heart of the communities it serves.
* Model the highest professional and personal standards to staff and students in all aspects of the role, leading by example and upholding the ethos of the Academy
* Ensure that the personal and social development of students results in responsible and active citizens graduating from the Academy

***All post holders are accountable through the E-ACT Performance Management Policy.***

***The Regional Directors and Head Teacher are committed to safeguarding and promoting the welfare of children and young people and ensuring that safer recruitment procedures are effectively in place.***

Note: This job description is not prescriptive and may be changed, in consultation with the post holder, to meet the changing needs of the Academy.

Job descriptions will be reviewed annually.

**Key areas of responsibility:**

* Delivery of the consistent performance of all ICT systems, Curriculum and Administration
* To keep detailed current inventory of software and hardware in the Trusts official asset register software
* Ensure the functionality and repair of all school computing equipment, rectifying problems and effecting necessary repairs within agreed timeframes
* Provide first and second line support for Academy ICT queries with technical escalation to third party companies as appropriate
* To operate the Academy ICT Helpdesk effectively utilising the software and management tools provided and ensure helpdesk calls are logged and closed within agreed service levels
* Manage the day to day running of the network under direction of Regional Manager.
* Assemble and maintain equipment in working order, test equipment as required
* Support staff using ICT equipment and networks within E-ACTs policies and procedures.
* Support in-house training as required
* Monitor all aspects of security and action anomalies as appropriate and report concerns to Regional Manager.
* Actively take part in all training and familiarisation activities as required.
* To take part in Performance Management procedures

**Required Knowledge and Experience**

* Have a formal qualification at an appropriate level in an IT discipline or equivalent demonstrable experience.
* An understanding of Microsoft Server 2016 & 2019 and Windows 10 Desktop administration and management.
* An understanding of network hardware and infrastructure including switching, firewalls, VLAN and VPN technologies would be an advantage
* Good knowledge and experience of Microsoft and VMWare virtualisation technologies.
* Experience of Microsoft Azure management would be an advantage.
* Experience of User Administration support on Microsoft Active Directory networks.
* A good technical understanding of the latest hardware and software technologies e.g. Servers, SAN’s, Switches, Desktops, Laptops, Tablets and Interactive Whiteboards
* Broad experience of Educational IT solutions or similar infrastructures and environments
* Understanding or qualification in ITIL
* Excellent communications skills with people at all levels.
* Experience of a similar post in a school or college would be an advantage
* Be conversant with the latest developments in ICT in an educational environment
* Be flexible and able to organise, prioritise and manage workloads effectively
* Work effectively as part of a team
* Good problem identification and solving skills

**Security Clearance / DBS Clearance**

All candidates must be able to demonstrate a pre-existing right to work in the UK and have enhanced DBS clearance

**Additional duties**

* 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
* Be aware of and support difference and ensure equal opportunities for all
* Contribute to the overall ethos/work/aims of the Academy and region as whole.
* Develop constructive relationships and communicate with other agencies/professionals
* Participate in training and other learning activities and performance development as required
* Recognise own strengths and areas of expertise and use these to advise and support others
* You may from time to time be required to work/assist at other sites in the region.

**Special Conditions**

Possibility of some evening/Bank Holiday work

**Note;**

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

This job description is current at the date shown, but, in consultation with you, may be changed by the Principal to reflect or anticipate changes in the job commensurate with the grade and job title.

**PERSON SPECIFICATION**

Whether you’re a 3-year-old in nursery learning to explore the world around you, an 18-year-old preparing to go to university, a new teacher understanding the demands of the job, a Head Teacher leading the learning in your academy, a member of the regional team ensuring efficient and effective operations or a trustee scrutinising and challenging the CEO, we want every single person within E-ACT to be driven by three core values:

* We want everyone to ***think big*** for yourselves and for the world around you;
* We want everyone to ***do the right thing*** in everything you do, even when this means doing something that’s hard, not popular or takes a lot of time;
* We want everyone to show strong ***team spirit***, always supporting and driving your team forward

We really believe that if we all do the right thing, support our teams and we all think big, believe big, act big, then the results will be big too!

# This means that if you want to be part of E-ACT, you need to be able to embrace and embody these values in all that you do.

**VALUES**

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| --- | --- |
| **Thinking Big** | * Show energy, enthusiasm and passion for what you do
* Demand the highest quality in all that you do, and in the work of your team
* Willing to champion new ideas and think beyond the status quo
* Show an ability to think creatively and ‘outside of the box’ in your area of expertise, continually seeking improvements in what you do to make the organisation better
* Be open to new ideas and change where it will have a positive impact on the organisation
* Show a willingness to embrace different ideas and ways of thinking to improve E-ACT
* Ability to ‘look outside’ – to continually learn about innovations in your field, new ways of doing things, and bring that learning into your work
* Commitment to self-development, and developing your wider Team
* Ability to self-reflect on yourself, your performance, and to think about how this could be improved further
* Ability to encourage ideas from others in order to improve the organisation and build your team’s confidence
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| **Doing the Right Thing** | * Have integrity and honesty in all that you do
* Make decisions that are based on doing the right thing, even when this means that they’re unpopular or will lead to more work
* Take responsibility and ownership for your area of work
* Have difficult conversations or deliver difficult messages if that’s what’s required to do the right thing by our pupils
* Be transparent and open
* Be resilient and trustworthy
* Stand firm and stay true to our mission
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| **Showing Team Spirit** | * Understand how you can have a greater impact as a team than you can as an individual
* Understand how you are part of your immediate team but also a much wider organisational team, in working towards our mission
* Recognise that everyone is important within E-ACT, and show an ability to build strong working relationships at every level
* Recognise and celebrate the success and achievements, no matter how small, of your colleagues
* Be generous with sharing your knowledge to help to develop others
* Understand and be willing to receive suggestions and input on your area of work from others
* Support your colleagues, even when this means staying a little later, or re-prioritising some of your work
* Be aware of other peoples’ needs and show an ability to offer genuine support
* Show an awareness and respect for peoples’ differences, and recognise how different characteristics and personal strengths build dynamic and great teams.
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**Signed: ………………………………………………………………. Date: ………………………………………………………………………**