North East Learning Trust

We're looking for a **ICT Support Technician** to join our team!

ICT Support Technician

Required as soon as possible

Full Time, 37 hours per week

SCP 4 – 9 (£18,426 - £20,344)

We require a highly experienced ICT Support Technician that will support and manage ICT service resources at their Northumberland school base (Ashington and Bedlington 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 successful candidate will:

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.

All visits to the school are warmly welcomed. Please contact the school office, to arrange an appointment on 01670 822625. This post is subject to a full-enhanced DBS disclosure.

Deadline: Tuesday 3 March

Shortlisting will take place Wednesday 4 March with interviews taking place week commencing 9 March 2020.

How to apply:

Application packs can be downloaded from the website.

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 Bedlington Academy, Palace Road, Bedlington, NE22 7DS.

Job description

Post title:
ICT Support Technician

Responsible to:
Schools ICT Manager

Job purpose:
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.

Duties and 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.

The above list of duties is extensive but not exhaustive and may not identify each individual task which may reasonably be requested of the post holder. 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 time of post, but, in consultation with you, may be changed by the head of school to reflect or anticipate changes in the job commensurate with the grade and job title.

Person specification

	Essential	Desirable
Education/training	• 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+
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.	• Experience of ICT support within education, including: • Capita SIMS • Microsoft Windows 7/8/10 • Windows server 2008 - 2016
Aptitude and skills	• Ability to plan and organise time effectively, work under pressure and meet deadlines • Excellent customer service skills and great communicator	•
Personal qualities	• Energy, drive and enthusiasm • Ability to support a team culture	•

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.