

# Job Description

## ICT Support Technician

The North East Learning Trust is a growing multi-academy Trust founded by The Academy at Shotton Hall in Peterlee.

Our Trust family currently consists of our lead school, The Academy at Shotton Hall, along with a range of schools in Northumberland and throughout the Durham area covering all year groups plus 6<sup>th</sup> form. We are actively expanding our Trust across the north east of England, building and strengthening our Trust family as an exemplary school community.

Due to this expansion, we require a highly experienced ICT Support Technician that will support and manage ICT service resources at their school base. 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.

### **Line of Responsibility:**

Responsible to: Schools ICT Manager

### **Main purpose of the post:**

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 1<sup>st</sup> and 2<sup>nd</sup> line support, assisting senior technical staff as required.

### **1<sup>st</sup> / 2<sup>nd</sup> line support 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 Anti-Virus/Updates/Firewall etc. health
- Web-Filter/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.

**This job description may be reviewed annually as part of the Performance Review process.**

- 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

**Salary, Hours & Benefits:**

- SCP 4-9 (£18,426 - £20,344)
- Full Time (37 hours per week)
- 26 days annual leave (31 days after 5 years service)

**Working Arrangements:**

- Professional standard of dress required
- Annual leave may be taken flexibly during the year but predominately during school shutdown periods

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