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 6th 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 technician that will provide peripatetic support to partner schools. The role will require placement at any of our Trust sites as and when the need arises, necessitating the need for a real self-motivator with a proven history of achieving both team based and independent results.

Line of Responsibility:

Responsible to: Head of IT Services

Main purpose of the post:
To assist in all aspects relating to the care and maintenance of computing, audio, visual, printing and telephony equipment across the entire North East Learning Trust, supporting junior staff as required.
The role will encompass 1st to 3rd line support, but could also require working with senior technical staff with project based works.

1st and 2nd line support responsibilities:

- Respond to queries and requests for assistance, logging and updating those queries to reflect the ongoing status using the helpdesk ticket system
- Fault diagnosis and resolution of issues, in co-operation with system and equipment suppliers as appropriate
- Providing support to end users
- Providing support for general applications
- Create document and spreadsheet templates for specific tasks
- User and account management
- Logging equipment allocations
- Asset and resource delivery and management

3rd line support requirements:

The North East Learning Trust ICT Support Team maintain a myriad of ICT provisions, spanning multiple equipment manufacturers and technological platforms. This role may require working with previously undocumented networks or systems, therefore applicants should have strong diagnostic abilities with a deep understanding in how they work.

ICT Support Technicians are expected to support and manage the following at the direction of senior ICT staff:

- IP routing & subnetting, IP ACL, VLAN, VPN & Wireless technologies
- DNS/DHCP/Group Policy/Active Directory/SCCM/MDM/RDS
- Server, Storage Hardware & Software, clustering.
- IP Telephony
- Storage, application and desktop/server virtualisation technologies
- Azure/365 Cloud Based Technology
- Scripting resources based on Powershell, VBScript, CommandScript etc.
- Software repackaging, maintenance & deployment

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:

- Pt 12 – 20 £17,173 - £19,819
- Full Time (37 hours per week)
- 26 days annual leave

Working Arrangements:

- Driving license and own vehicle essential. Mileage will be paid
- Professional standard of dress required
- Annual leave to be taken during school holidays

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