

Job Description	
Post:	Secondary School IT Technician
Pay Scale:	Grade 6
Responsible to:	Service Desk Lead
Main Location:	St Monica's RC Secondary School, Prestwich, Manchester
Working Pattern:	All Year Round, 37 Hours per week
Key Responsibilities	
- To provide IT support in maintaining and developing the school's desktop/tablet computers/servers/cloud computing environments and related equipment - To provide technical support to staff and pupils where required - Provide an excellent IT Service Desk / Operations service to STOCCAT IT users.	
Main Tasks	
- IT support activities to St Monica's RC Secondary School staff and students. - Assist with supporting other STOCCAT member schools, via phone, email, remote assistance tools and onsite visits. - To develop skills and knowledge of a modern cloud based educational IT environment. - To assist with any necessary maintenance and expansion of the school network. - To assist both teaching and support staff in the development of IT skills as appropriate. - To set up equipment such as laptops, data projectors, interactive whiteboards, sound systems and other specialist IT equipment, ensuring that systems are ready for use and operating correctly. - To provide advice, guidance and assistance to teachers, pupils and other members of staff on the use of IT in schools. This includes working to and giving guidance to others on IT acceptable use and e-safeguarding policies. - To maintain IT installations, peripherals and software; restoring faults, replacing consumables, updating software and setting up new equipment. - To detect, diagnose and resolve computer, server and peripheral device faults. To interpret diagnostic information, prioritise resolutions and determine if external support is required. - To schedule IT maintenance activities across the school to minimise disruption and support change within the school. - To support data integrity within the school. - To keep abreast of new technology and make suggestions for improvement and efficiency as appropriate. - To promote, seek opportunities for, and deliver, continual service improvement. - To support the Senior Leadership Team in implementing the Trust's safeguarding policy. - To implement back up, virus protection and security policies, including staff and pupil access to data and files, suggesting improvements where appropriate.	

- To maintain an up-to-date inventory of IT assets in the school, taking appropriate steps to ensure security of equipment, including asset labelling as necessary.
- To use Trust processes, recommended suppliers and agreements to order equipment and supplies for use with the school.
- To receive and check deliveries and associated invoices, notify the appropriate person of any discrepancies.
- To support the Trust Network Manager in financial planning. e.g. help to estimate future budget requirements.
- To provide management information as required.
- To record responses to faults and fixes in order to be able to refer to in future for ease of recurrence fix and for configuration database purposes.
- To carry out any other tasks commensurate with the role.

These duties are neither exclusive nor exhaustive, and the post holder will be required to undertake other duties and responsibilities, which the Trust may determine. Please note that the successful applicant will be required to comply with all Trust Policies.

General Responsibilities

- Attend and participate in staff meetings, training and briefings as appropriate.
- Provide training to IT team members, where necessary.
- Be aware of, and comply with, all Trust policies and procedures, in particular those relating to IT, child protection, health, safety and security, confidentiality and data protection - reporting all concerns to the relevant person.
- Contribute to the overall ethos, work and aims of the Trust.
- To be committed, passionate, dynamic and supportive.
- To be innovative and high performing.
- To be committed to the principle of working collaboratively with other schools within the St Teresa of Calcutta Catholic Academy Trust.
- To have the ability to relate well to children and adults.

Location

The role will be a mix of working on site at our primary schools initially, and at Trust Headquarters. A valid driving licence and access to a vehicle is necessary to fulfil this role.

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The Trust is committed to the safeguarding and promotion of the welfare of all children and young people in our care. Applicants must be willing to undergo an enhanced Disclosure and Barring Service check and overseas police checks (where applicable). Please see STOC's Safeguarding and Recruitment Policies for further details. All staff have a key role and responsibility in this area and will be subject to an Enhanced Disclosure check.

It is the practice of this Trust to periodically examine employees' job descriptions and to update them to ensure that they relate to jobs as they are being performed, or to incorporate whatever changes are being proposed. It is the Trust's aim to reach agreement on any alterations.

The Trust is committed to welcoming individuals regardless of age, disability, ethnicity, faith, gender identity, sexual orientation or marital status or whether you are pregnant or on parental leave or from a socio-economic background. We welcome applicants from all communities and from people that identify with those characteristics.

Person Specification		
Key E Essential, R References, I Interview, C Certificate, D Desirable, A Application		
	Essential /desirable	Evidence
Qualifications		
Relevant certifications (e.g., CompTIA A+, Network+, Microsoft Certified Professional)	D	A/I
Knowledge, Skills & Experience		
Experience of working in a 2 nd Line / Senior engineer IT support role	E	A/I
Knowledge of School IT systems / infrastructure	D	A/I
Experience of working with varied IT components e.g. servers, laptops, networking equipment	E	A/I
Experience of using an ITSM tool to handle incident / requests	D	A/I
Personal Characteristics		
Good problem-solving skills	E	A/I

Strong interpersonal and communication (verbal and written)	E	A/I
Demonstrate personal and professional integrity, including modelling values and vision.	E	A/I
Ability to work under pressure with limited supervision.	E	A/I
Equal Opportunities		
To be sensitive to any matters relating to discrimination and take positive steps to ensure that equality of opportunity is provided to all.	E	A/I

The directors/governors reserve the right in exceptional cases to seek additional references from other former employees where this seems appropriate.