

JOB DESCRIPTION

IT Support Technician

Reporting to:	Senior IT Support Supervisor
Location:	Based across Trust – Aston Manor and Chilwell Croft Academies
Weeks of work:	36.5hrs per contracted working week Whole Year. Flexible in line with the needs of the Trust
Grade/salary:	Grade 2, Spinal Column Points (SCPs) 3 to 8 (£20,812 to £22,777) – salary range as at 1.4.2022
Pay progression:	Incremental progression within the grade will be subject to professional criteria-based performance assessment

Job Purpose:

- To monitor, resolve, and where required, escalate all first line helpdesk tickets

Key Responsibilities:

- Support where necessary, with various IT Projects across the Trust
- Assist in monitoring and responding to IT helpdesk tickets logged on the Trust's helpdesk
- Working within a small but supportive team, demonstrate a strong customer focus with excellent communication skills, with both technical and non-technical staff.
- Log, assess, prioritise, resolve & escalate IT Helpdesk tickets
- Maintain a high degree of end user service
- Frequent communication with end users ensuring they are informed of ticket status/progress
- Take ownership of support issues and seek closure ensuring all relevant support procedures are followed
- Support the IT team in the booking, delivery and loan of IT equipment
- Assist staff with any aspect relating to Office365
- Basic troubleshooting and repair of various devices e.g; computers, laptops
- Liaise with third party support providers, when required
- Accurately document IT processes and procedures
- To carry out all such other duties as the SLT or your line manager may reasonably direct

Technologies at Aston Manor Academy that you will effectively use on a regular basis:

- Active Directory
- Adobe Creative Cloud Suite
- Office 2019/ Office 365 Apps
- Server 2012 R2, 2016, 2019
- Windows 10

Other

- Take responsibility for promoting and safeguarding the welfare of children and young persons for whom you are responsible, or with whom you come into contact with.
- Adhere to and ensure compliance with the Trust's Child Protection & Safeguarding Policy at all times.
- If in the course of carrying out your duties within the role, if you become aware of any actual or potential risks to the safety or welfare of children in the Trust you must report any concerns to the School's Designated Safeguarding Lead.
- To undertake any other duties commensurate with the grade as required.

Equitas Academies Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will be subject to all pre-employment checks necessary to meet safer recruitment requirements, including a satisfactory enhanced DBS check, right to work check and references.

This job description may be reviewed from time to time in light of changing circumstances and if it is necessary to amend/alter this, those concerned will be consulted.

PERSON SPECIFICATION
IT SUPPORT TECHNICIAN

Method of Assessment (MOA)

AF - Application form	C - Certification	I - Interview	T - Test or Exercise	P - Presentation
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Criteria	Essential/Desirable (E/D)	MOA
Qualifications/Education NB: Full regard must be given to overseas qualifications	Basic numeracy and literacy, with potential for further study, where appropriate (E)	AF/C
	A – C grades in English, at GCSE or equivalent. (D)	AF/C
Experience Relevant work and other experience	Experience in customer facing administrative role.	AF
	Basic general IT knowledge and experience (E)	AF/I
	Basic Office 365 knowledge and experience (E)	AF/I
	Windows 10 Experience (E)	AF/I/Test
	Possess professional integrity (E)	AF/I
	Problem solving experience (E)	AF/Test
	Excellent time management and prioritisation skills (E)	AF/I/Test
Skills & Ability	Able to work autonomously, while maintaining effective communication with the IT team – ensuring processes are adhered to at all times.	AF/I
	Ability to work accurately and within agreed timescales and internal Service Level Agreements (E)	AF/I/Test
	Ability to troubleshoot simple and complex problems effectively (E)	AF/I
	Outstanding communication skills and ability to empathise with end users at all levels (E)	AF/I
	Ability to work accurately and to deadlines (E)	AF/I
	Ability to prioritise and make decisions efficiently(E)	AF/I

	Ability to maintain complete confidentiality and discretion within all situations.	AF/I
Behaviours	Adaptable, accountable and dependable with a focus on accuracy and timeliness (E)	AF
	Ability to establish constructive relationships and communication with all staff and other agencies/professional bodies, etc (E)	AF/I
	Good judgement in knowing when to highlight/escalate issues (E)	AF/I
	Tenacious in resolving issues of all kinds; in proactively seeking out improvement opportunities and delivery of solutions (E)	AF/I
	Integrity, enthusiasm and commitment (E)	AF
	Flexible approach to work. (E)	AF/I
	To proactively take the time to develop yourself and others (if applicable) through training, coaching, mentoring etc. (E)	AF
	Values: To uphold the values and behaviours of the Trust encompassed by “All Different; All Equal; All Achieving”	AF
	Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.	AF/I
	Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.	AF/I

All staff are expected to understand and be committed to equal opportunities in employment and service delivery in line with the equality act.

Name : _____

Sign : _____

Date : _____