IT Technician

Birmingham Diocesan Multi-Academy Trust is committed to safeguarding and promoting the welfare of children and young people and requires all staff to share this commitment. This post is subject to safer recruitment measures, including a DBS check.

Job title: IT Technician

Reporting to: Head of IT

Job Purpose

To provide 1st and 2nd line support for IT and telecommunications across the multi-academy trust. This is a central position based at the Christ Church Secondary Academy; however, travel to any of the schools in the trust will be required.

Reporting to the Head of IT, the IT technician will be the initial point of contact for IT issues from on the trust helpdesk. The IT technician will be able to effectively communicate with staff and students across the trust, including leadership staff and heads of school; provide support for a broad range of applications and systems across the trust; and have a strong commitment to a high standard of professionalism and customer service.

Duties & Responsibilities

General

- Work within the IT team to ensure that the IT systems across the trust are available for use by staff and students, kept secure, and running efficiently.
- Day to day management of IT and telephony systems across the trust.

Values, Ethos and Safeguarding

- Support the Christian ethos and values of the trust.
- Uphold a commitment to safeguarding.

Service Desk

- Support the trust's staff and students via the helpdesk system, including remote and on-site support.
- Diagnose and resolve problems and incidents, across a range of software applications, devices and operating systems.
- Request support from the Head of IT or Senior IT Technician where appropriate.
- Work with the Head of IT or Senior IT Technician to develop your own knowledge and skills.
- Undertake the necessary training associated with the post.

Maintenance & Monitoring

- Carry out routine maintenance across the trust.
- Diagnose and repair hardware faults and maintain physical systems in a safe and appropriate manner.

Security

- Assist staff with the adoption of positive approaches to cyber-security through measures such as good password hygiene, appropriate use of secure systems, and use of multi-factor authentication.
- Deploy and monitor security software such as antivirus and encryption products.
- Ensure that correct procedures are followed for granting and maintaining access to systems and IT resources.

Documentation & Help Centre

- Accurately record, update and document requests using the IT service desk.
- Assist with the development and maintenance of accurate documentation of systems, processes, and common tasks.
- Create and maintain self-help resources for the IT Help Centre to assist staff and students across the trust.

Assets Management

- Assist with the upkeep of the central IT asset database.

- Ensure that all IT assets are tagged and recorded before they are issued.
- Carry out periodic audits of assets to ensure that the system is up to date and being used correctly.

Projects

- Assist with the deployment of IT capital projects across the trust

Skills and Experience

- Good communication and people skills, including with non-technical staff and students.
- Good standards of customer service and personal conduct.
- Problem solving, fault finding and diagnostic skills.
- Experience of working in a school/educational environment.
- Excellent attitude to cyber-security
- General knowledge of Windows client operating systems
- Active Directory User & Group management
- NTFS file & folder permissions
- Software installation and configuration
- Hardware repair and maintenance
- Office 365 applications (Outlook, Word, Excel, Teams, etc.)
- iOS, iPad management
- Chromebook set up
- Basic networking knowledge

As a term of your employment you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.

This job description will be reviewed and updated periodically in order to ensure that it relates to the job performed. The work of all MATs and schools change and develop continuously which in turn, requires employees to adapt and adjust. The functions/responsibilities above should not therefore be regarded as immutable, but may change commensurate with the grading of the post. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to the job description following

consultation. Any major changes will involve discussion and consultation, which if wished, may involve a Trade Union/Professional Association representative.

Person Specification

Knowledge/Qualifications and Experience	Essential	Desirable
Previous hands-on experience of providing high quality support for users of IT services	*	
Enthusiasm for own professional development	*	
Good communication and people skills, including with non-technical staff and students	*	
Good standards of customer service and personal conduct	*	
Strong problem solving, fault finding and diagnostic skills	*	
Excellent attitude to cyber-security	*	
Basic knowledge of relevant technologies such as: • Windows server & client O/S • Active Directory & Group Policy • Office 365 • G Suite • iOS, iPad Management • Chromebooks	*	
Experience of diagnosing and repairing hardware	*	
Experience with use of networking and wireless equipment		*
Experience of using an IT service desk		*
Experience of working in a school/educational environment		*
Experience of working across a multi-site environment		*
Good organisational skills and time management	*	
Enthusiastic, motivated, and committed	*	
Ability to work as part of a team understanding BDMAT and schools' roles and responsibilities and your own position within these	*	
Commitment to Equal Opportunities	*	
Proactive, positive, and resilient	*	
Willingness to work within the Christian framework of BDMAT	*	