

## **JOB DESCRIPTION**

**POST TITLE :**

**IT TECHNICIAN**

**GRADE :**

**BAND 7 (Hartlepool)**

**REPORTING  
RELATIONSHIP**

**Business Manager & Director of IT (Bishop Hogarth Catholic Education Trust)**

**JOB PURPOSE :**

**Under the guidance of senior staff: Provide specialist IT support in pursuit of the Trust's aims and objectives. Lead on discrete areas of IT infrastructure and installation.**

- To support the Trust's Director of IT & School Business Manager by taking a level of responsibility for the management of schools IT systems including the installation, maintenance and upgrade of new hardware and software, under direction from the Trust Director of IT.
- Provide technical support and repair services to teaching staff, support staff and school resources to ensure the effective application and use of ICT services in all areas, making effective use of the Trust's Online IT Helpdesk system to respond to support requests and maintaining records of diagnosis and resolution.
- To support the Trust's Director of IT to help ensure unwanted online material is filtered via the filtering systems in place at all times
- Ensure that adequate stocks of printer consumables are available and to advise the Director of IT / Business Manager of any short falls
- To liaise with outside agencies, as and when appropriate. eg external Sims Support
- To support the delivery of training with staff and pupils across the schools. eg Teams Training
- To provide audio/visual support across schools. eg those using projectors and Interactive whiteboards and associated hardware.
- To update, when directed, school websites / social media presence.
- Support teachers in the delivery of specialist subjects eg multi media presentations as required by staff.
- From time to time support staff in the production of out of school hours events eg Presentation evening, parents evening etc
- To provide first line support for Schools Server infrastructure as directed by the Trust Director of IT.

- To liaise with staff in the installation and deployment of specialist curriculum software and store such media safely.
- To take the lead on projects as directed by the Director of IT ... eg.. Lead the Upgrade of Audio and Visual equipment at Trust schools
- To carry out other relevant duties which may be requested commensurate with the grade of the post.

**In addition the Postholder is required to support for the Trust in the following ways:-**

- Be aware of and comply with policies and procedures relating to child protection, health and safety and security and confidentiality, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop.
- Contribute to the overall ethos/work/aims of the Trust.
- Establish constructive relationships and communicate with other agencies/professionals, in liaison with the teacher, to support achievement and progress of pupils.
- Attend and participate in regular meetings.
- Participate in training and other learning activities and performance development as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- The post holder must carry out his/her duties with full regard to the Trust's Equal Opportunities and Racial Equality Policies in the terms of employment and service delivery to ensure that colleagues are treated and services delivered in a fair and consistent manner.
- To comply with health and safety policy and systems, report any incidents/accidents/hazards and take pro-active approach to health and safety matters in order to protect both yourself and others.

**PLEASE NOTE THAT SUCCESSFUL APPLICANTS WILL BE REQUIRED TO COMPLY WITH ALL TRUST POLICIES, INCLUDING THE NO SMOKING POLICY.**

*THE SUCCESSFUL APPLICANT WILL BE SUBJECT TO RELEVANT VETTING CHECKS, INCLUDING A SATISFACTORY **ENHANCED** DISCLOSURE BEFORE AN OFFER OF APPOINTMENT IS CONFIRMED. FOLLOWING APPOINTMENT THE EMPLOYEE WILL BE SUBJECT TO RE-CHECKING AS REQUIRED FROM TIME TO TIME BY THE TRUST.*

The Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

## PERSON SPECIFICATION – IT TECHNICIAN

ESSENTIAL				DESIRABLE		
	Criteria No.	ATTRIBUTE	Stage Identified	Criteria No.	ATTRIBUTE	Stage Identified
<b>Qualifications &amp; Education</b>	E1	NVQ Level 4 or equivalent qualification or experience in relevant discipline.	AF,C			
	E2	Excellent numeracy/literacy skills	AF,I			
<b>Experience</b>	E3	Effective use of ICT to support learning.	AF,R,I	D1	Experience of working in the schools or the education sector.	AF,R
	E4	Use of specialist equipment/resources.	AF,R,I	D2	Minimum of two years experience working within an IT technician role.	AF,R,I
	E5	Experience of working within a similar role.	AF,R,I	D3	Awareness of child protection issues.	AF,R,I
	E6	Experience of installing and configuring computer hardware and software.	AF,R,I			
	E7	Ability to work as part of a team.	AF,R,I			
	E8	Ability to self-evaluate learning needs and actively seek learning opportunities.	AF,R,I			
	E9	Ability to relate well to children and adults.	AF,R,I			

<b>Knowledge</b>	E10	Full working knowledge of privacy, acceptable use and GDPR legislation, policies and protocols.	AF,R,I		
	E11	Sound technical knowledge of network and PC operating systems.	AF,R,I		
	E12	Understanding of server and cabling infrastructure.	AF,R,I		
<b>Skills</b>	E13	Ability to organise and prioritise workload.	AF,R,I		
	E14	Ability to support the delivery of training to both staff and pupils.	AF,R,I		
	E15	Excellent customer care skills.	AF,R,I		
	E16	Ability to solve problems and design solutions.	AF,R,I		
	E17	Ability to travel independently to schools within the Trust	AF,R,I		
<b>Personal Attributes</b>	E18	Organised and efficient	AF,R,I		
	E19	Reliable and punctual.	AF,R,I		
	E20	Calm and professional with a flexible approach towards work tasks.	AF,R,I		
	E21	Participate in development and	AF,R,I		

	E22	training opportunities. Ability to abide by school policies and procedures.	AF,R,			
<b>Special Requirements</b>	E23	Motivation to work with children	AF,I,R,D			
	E24	Ability to form and maintain appropriate relationships and personal boundaries with children	AF,I,R,D			
	E25	Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline	AF,I,R,D			
	E26	The ability to converse at ease with pupils/public/public bodies and provide advice in accurate spoken English is essential for the post.	AF, I			
	E27	Suitability to work with children.	D			

<b>Key – Stage identified</b>	
AF	Application Form
C	Certificates
T	Tests
P	Presentation
I	Interview
R	References
D	Disclosure and Barring Check

Issues arising from references will be taken up at interview, all appointments are subject to satisfactory references