

JOB DESCRIPTION

Post Title:	IT Technician
School:	Dawlish College
Working Hours:	37 hours per week, all year round
Salary Grade:	Scale 4, Points 7-11, £20,092 – £21,748
Contract Type:	Permanent
Responsible to:	EMAT Senior IT Technician

Role Description

- As a member of the College IT Support Team, to provide a comprehensive and effective IT support service to ensure the smooth and efficient running of systems and provide a high quality, customer focused service to users including staff, students and external parties
- To ensure proficiency in the core business operations, enabling student learning to remain at the centre of everything we do, ensuring 'best value' and compliance with the appropriate procedures and policies at all times
- To be a key member of the EMAT support team to work collaboratively with colleagues to achieve EMAT's objectives.

Job Description

- To be responsible for the servicing and maintenance of devices, e.g. PCs, laptops, tablets and printers
- To move, install, and configure hardware, including printers, computers, servers, cabling and peripherals
- To maintain hardware; carrying out daily checks on computer suites; carrying out basic repairs where possible
- To liaise with external suppliers for the repair of equipment
- To install and configure software applications onto networks and standalone machines
- To act as a first contact point for IT support requests
- To respond to staff requests for support with use of hardware and software
- To liaise with such external parties as may be necessary in order to preserve the functionality, continuity, and security of Trust IT systems
- To manage and maintain an inventory of Trust IT equipment
- To use the EMAT IT Helpdesk system to manage workload and task priorities
- To help train staff in basic computer usage including setting up and training in application software
- To liaise with external support agencies and suppliers

EMAT Primary School Support

- To manage, service, upgrade and repair Network and Server Infrastructure
- To manage and maintain Domain Infrastructure, Operating Systems, Licencing and Deployment Technologies
- To manage Local & Remote Data Backup Management
- To liaise with external contractors and suppliers as required

Estuaries Multi Academy Trust

Registered Office: Old Exeter Road, Newton Abbot, Devon TQ12 2NF www.estuaries.co.uk

A company limited by guarantee registered in England and Wales, number 07717015. An exempt charity.

- To undertake management, repairs and upgrades of printers, copiers, security, CCTV, software and hardware within partner Primary Schools as part of the Service Level Agreement
- To carry out Remote Access Implementation & Management as required
- To plan future updates in liaison with school staff
- To test future implementations using a Virtual Environment before applying to a live Network
- It is envisaged that this support will primarily be provided by technicians based at the nearest secondary hub but all technicians may be expected to stand in should cover be required

Health and safety

- To be fully aware of all relevant safety and security procedures
- To ensure all equipment meets Health and Safety standards

Support Team

- To support the achievement of schools’ objectives by working proactively with colleagues on projects or activities outside direct area of responsibility as required

Other Duties

- To be familiar with schools’ policies on network and internet use and take appropriate action when necessary
- To follow the schools’ ICT policies for safe use of IT
- To be aware of and assume the appropriate level of responsibility for safeguarding and promoting the welfare of children and to report any concerns in accordance with the schools’ safeguarding policies.
- To comply with legislation, policies, and procedures relating to confidentiality and data protection, reporting any concerns to the appropriate person
- To work in compliance with the Codes of Conduct, Regulations, and policies of the schools and their commitment to equal opportunities
- To comply with schools’ Health & Safety policies and statutory requirements as detailed in the Health & Safety at Work manual
- To undertake training and personal development as and when identified by Line Manager
- To undertake any other duties as deemed appropriate by the CFO, or IT Manager

The post will be based within Dawlish College but travel and the ability to work within Starcross Primary School is required.

This is not an exhaustive list of duties; they may be varied from time to time without changing the general character of the job or the level of responsibility. A high degree of flexibility and adaptability is an important element of this role.

This is a description of the role as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Signed: Date:

Signed: Date:

Estuaries Multi Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All employees are expected to undergo Disclosure and Barring and employment checks.

Estuaries Multi Academy Trust

Registered Office: Old Exeter Road, Newton Abbot, Devon TQ12 2NF www.estuaries.co.uk

A company limited by guarantee registered in England and Wales, number 07717015. An exempt charity.