

**South East Cornwall Multi Academy Regional Trust (SMART)**

**JOB DESCRIPTION**

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| <b>Job title:</b>                               | IT Technician (Level 3)  |
| <b>Grade:</b>                                   | E  |
| <b>Based at:</b>                                | Saltash Community School (but working across SMART and partner schools)  |
| <b>Responsible to:</b>                          | SMART IT Officer   |
| <b>Direct Supervisory Responsibility for:</b>   | None   |
| <b>Indirect Supervisory Responsibility for:</b> | Apprentice   |
| <b>Important Functional Relationships:</b>      | <u>Internal:</u> Trustees, local governors, Central Business Unit staff, Headteacher, Leadership Group, Heads of Department, teaching and support staff, students<br><br><u>External:</u> Parents, suppliers of goods and services |

**Main Purpose of Job:**

To assist in the provision of the Trust's IT services to all Trust and partner schools.

**Main Duties and Responsibilities**

1. To assist in the effective and efficient operation and deployment of the Trust's network and IT and communications equipment/systems, including:
  - routine repair, maintenance and replacement;
  - provision of diagnostic service;
  - backing up and restoring;
  - cleaning equipment;
  - monitoring the condition of equipment, and making recommendations;
  - adhering to the network and data security policies and processes.
2. To provide technical advice and support to all users (including teaching staff, students and support staff) in relation to IT systems, cloud-based systems and educational and administrative software.
3. To prepare ICT facilities for class use, sharing expertise and providing instruction sheets where necessary.
4. To assist staff in the production of teaching materials.
5. To advise users on how to use ICT systems and remain in line with the Trust's policies.
6. To oversee the use of IT facilities during the students' breaks as directed by the SMART IT Officer.
7. To issue and receive back equipment. To check for missing and damaged equipment against inventories and inform the SMART IT Officer as appropriate.

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8. To assist in regular audits, reviews and stocktakes of the Trust's IT hardware and software at the direction of the SMART IT Officer, reporting any irregularities to the SMART IT Officer.
9. To ensure the efficient organisation of the work, storage and allocated areas and to ensure the cleanliness, safety and security of these areas at all times.
10. To monitor the use of copyright material, including IT software and to maintain the copyright records as directed by the SMART IT Officer.
11. To maintain an awareness of new developments in information and communications technology and to share knowledge with colleagues.
12. To guide and support the IT apprentice(s) and assist in their development.
13. To attend department and whole-school meetings as required.
14. To be aware of and adhere to applicable rules, regulations, legislation and procedures.
15. To maintain confidentiality of information acquired in the course of undertaking duties for the department.
16. To engage in the performance appraisal process.
17. To be responsible for your own continuing self-development, undertaking training as appropriate.
18. To undertake other duties appropriate to the grading of the post as required.

Date Reviewed: 26 August 2020

Prepared by: Original by Cornwall Council (EDSH024)  
Updated by SMART Chief Operations Officer

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| <b>Attributes</b>                   | <b>Essential</b>  | <b>Desirable</b>  | <b>How identified</b>             |
|-------------------------------------|---|---|-----------------------------------|
| <b>Relevant experience</b>          | Appropriate practical experience of supporting IT systems and/or networks<br><br>Appropriate practical experience of supporting and advising users  | Relevant experience within an educational environment<br><br>Familiarity with school IT systems<br><br>Undertaking specialist IT work   | Application form<br><br>Interview |
| <b>Education and training</b>       | Minimum Level 2 qualification (NVQ, GNVQ or GCSE) in English and Maths  | Attainment of Level 3 qualification (or equivalent) in IT or a related field<br><br>Microsoft certification   | Application form                  |
| <b>Special knowledge and skills</b> | Good understanding of desktop, laptop and peripheral hardware<br><br>Good understanding of wired and wireless networks<br><br>Good understanding of the Windows operating environment<br><br>Experience or ability to fault find and troubleshoot network and hardware issues<br><br>Strong interpersonal skills<br><br>Ability to communicate complex technical information to non-technical staff/students<br><br>Good written and oral communication<br><br>Willingness and ability to learn and further develop knowledge and skills of information and communications systems<br><br>Ability to work at height to deploy equipment | Experience of working with Apple technologies.<br><br>CompTIA qualifications.<br><br>Knowledge of Windows Server.<br><br>Good knowledge virtualisation technologies.<br><br>Network wiring, physical installations. | Application form<br><br>Interview |
| <b>Additional factors</b>           | Full, current driving licence<br><br>Approachable<br><br>Self-motivated<br><br>Resilient<br><br>Able to work on own initiative and as part of a team<br><br>Able to work under pressure to meet deadlines   | Access to own transport   | Interview                         |

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