# North East Learning Trust

## ICT Support Technician
### Applicant information pack

# ICT Support Technician
## Required as soon as possible
## Grade TECH2 SCP4 – SCP9
## £18,933 - £ £20,903 per annum
## 37 hours per week, Whole Time

North East Learning Trust are seeking to appoint an ICT Support Technician to support ICT service resources within our schools, this will include care and maintenance of computing, audio, visual, printing and telephony equipment. This position will be based at Bedlington Academy with the occasional travel to other sites within the Trust to support individual school needs.

At North East Learning Trust our ambition is to continually improve the experiences and outcomes for all the 7000 children across our ten schools. We look to achieve this by supporting each school we sponsor on a journey towards becoming outstanding both in the view of Ofsted and as judged by performance outcomes, enrichment opportunities and the day-to-day experiences of students as learners and of staff as our employees.

Our trust has grown consistently since being established in 2011 and we plan to expand our central support team to strengthen our partnerships.

### We are committed to:
- A vibrant learning community with enthusiastic and engaging students
- A positive and caring ethos
- An excellent learning environment and resources
- A team of hardworking, dedicated and friendly staff where everyone is valued
- A supportive and effective governing body

### We can offer:
- National Terms and Conditions of Employment (NJC Green Book)
- Local Government Pension Scheme
- 31 days annual leave entitlement (whole year staff only)
- Employee Assistance Programme providing free confidential advice and counselling service 24/7 365 days per year

### The successful candidate will:
- Have at least 1 years' experience within an ICT support role
- Have a demonstrable understanding of Windows based environments
- Be confident with all aspects of client-side operating systems, network drives/printers
- Support the multi discipline of differing systems and technology
- Dynamically work across multiple sites adapting to planned and reactive activity.
- Be flexible in their approach to work
- Be a team player.

### Deadline: Thursday 2 December
Interviews taking place week commencing Monday 6 December.

North East Learning Trust

**How to apply:**

Application packs can be downloaded from our website.

Letters of application should be no more than two sides of A4 and should be returned with application forms to jade.hutton@bedlingtonacademy.co.uk or by post to Jade Hutton, Bedlington Academy, Palace Road, Bedlington, NE22 7DS.

North East
Learning Trust

# Job description

**Post title:**       ICT Support Technician
**Responsible to:**   Schools ICT Manager
**Responsible for:**  1st and 2nd line IT support
**Salary Band:**      TECH2 SCP4 – SCP 9

## Job Purpose:

To assist in all aspects relating to the care and maintenance of computing, audio, visual, printing and telephony equipment supporting junior staff as required.

The role is predominantly 1st and 2nd line support, assisting senior technical staff as required.

## Duties and Responsibilities:

- Basic end user orientation, desktop and application use as well as cloud services as required
- Respond to queries and requests for assistance, logging and updating those queries to reflect the ongoing status using the helpdesk ticket system across all schools.
- Support end users and their associated accounts/data
- Provide general support for end user devices & printers
- Maintain print devices and queues, escalating maintenance issues with supplier
- Update group policy as required using change control
- Ongoing backup health, logging/resolving issues as required
- Monitor all devices to ensure AntiVirus/Updates/Firewall etc. health
- WebFilter/Firewall effectiveness and general health by routine testing
- Maintain UPS system and perform TPM to ensure power events are handled as expected
- Manage and allocate network resources as appropriate, assign/patch network ports and perform basic VLAN assignments etc.
- Ensure wireless connectivity is working as designed by performing regular connectivity and throughput testing.
- Maintain digital signage system used throughout the trust, ensure availability and manage schedule as applicable.
- Manage mobile device management system, device health and updates as well as application assignments etc.
- Update asset system as appropriate to track old/new equipment, moves/allocations etc.
- Manage backup system to ensure coverage and recovery assurance.
- Monitor server health and availability, escalating as required to ensure optimum uptime.
- Implement and maintain AV solutions ranging from a single projector/IWB to multi display/multi source system with IR/Serial controllers.
- Maintain applications used throughout the Trust, applying updates and managing deployment assignments.
- Maintain central update and antivirus policies to mitigate emerging threats and advisories.
- Manage telephone system deployment and device allocations, working with provider as required for call routing changes etc.
- Monitor and maintain basic network services such as DNS and DHCP

North East Learning Trust

**General Accountabilities:**

- Be an ambassador for the IT service across all sites and adopt a can-do approach to support schools.
- Work in compliance with the Codes of Conduct, regulations and policies of the Trust, and its commitments to equal opportunities
- Ensure that output and quality of work is of a high standard and complies with current legislation/standards.
- Attend training courses as and when required and keep up to date with own professional development.

**The duties and responsibilities highlighted in this Job Description are indicative and may vary over time.  Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.**

## Health and Safety:

It is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work.  This includes co-operating with the Trust and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards. Specifically:
- To report any incidents/accidents and near misses to your line manager
- To ensure own safety and safety of all others who may be affected by the Trust's business

## Safeguarding

The Trust has a Child Safeguarding policy and procedure in place and is committed to safeguarding and promoting the welfare of all its students, each student's welfare is of paramount importance to us and you are expected to share this commitment.  All staff will fully comply with the Trust's policies and procedures, attend appropriate training, inform the Designated Person of any concerns, record any potential safeguarding incidents appropriately.

# Person specification

| | Essential | Desirable |
|---|---|---|
| Education/training | • 5 GCSE qualifications grade 9-4 / A-C (or equivalent)<br>• Demonstrable commitment to personal professional development | • L3/4 Qualification in ICT<br>• Applicable vendor certification i.e. CCNA, MCSA, CompTia+ |
| Experience | • At least 1 years' experience within an ICT support role<br>• A demonstrable understanding of Windows based environments<br>• Confident with all aspects of client-side operating systems, network drives/printers | • Experience of ICT support within education, including:<br>• Capita SIMS<br>• Microsoft Windows 7/8/10<br>• Windows server 2008 - 2019 |
| Aptitude and skills | • Excellent communication skills with the ability to use non-technical language<br>• Excellent customer care skills<br>• Troubleshooting problems at various levels<br>• Ownership of tasks through to root cause<br>• Excellent organisational skills with the ability to plan and organise time effectively, to manage and meet tight deadlines<br>• Good time management to work across multiple sites | |
| Personal qualities | • Self-motivation and enthusiastic<br>• To work within a team as well as work on own initiative<br>• Full UK driving License | |

North East Learning Trust

**References:**

References will be requested prior to interview, except for non-teaching roles where there are exceptional circumstances, and the applicant does not give consent to do so on the application form.

**DBS:**

North East Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

An application for a DBS certificate will be submitted for all candidates once they have been offered the position. For posts in regulated activity, the DBS check will include a barred list check. During the recruitment process, any offences, or other matters relevant to the position will be considered on a case-by-case basis.

Any offer of employment will be subject to receipt of a satisfactory DBS Enhanced Disclosure.

**Pre-occupational health:**

Pre-occupational health check is an essential part of the selection and recruitment process to assess if any reasonable adjustments are required.

**Equal opportunities:**

We are an equal opportunity employer. We want to develop a more diverse workforce and we positively welcome applicants from all sections of the community.

Applicants with disabilities will be granted an interview if the essential job criteria are met.