Hadrian Learning Trust
JOB DESCRIPTION

Post Title: Trust IT Technician Level 2	**Director/Service/Sector :** Children's Services		**Office Use**
Band: 3	**Workplace:** HMS and QEHS (Trust locations)		JE ref: SG46 HRMS ref:
Responsible to: IT Network Manager/Business Manager	**Date: September 2019**	**Manager Level:**	

To work under the direction and instruction of the IT Network Manager: provide general support in a specific resource area to all staff and pupils including the preparation and routine maintenance of IT equipment.	
Resources Staff	None.
Finance	None.
Physical	IT Equipment, Office Equipment and IT related data.
Clients	Internal (Teachers, Other Staff, Pupils, Governors).

Duties and key result areas:

1. Support staff and students with their work – setting passwords, extending file space, setting up new user accounts, closing user accounts when required.
2. Replace keyboards, mice, printer toners, monitors and other basic IT components when needed
3. Identify problems and faults with computers, troubleshoot and repair
4. Assist in the Maintenance of interactive whiteboards, projectors and sound equipment around the school
5. Assist in installing IT equipment around the school
6. Assist the IT team in the installation of software, backup and restoring drives and systems.
7. Attend and participate in regular IT team meetings
8. Comply with all school policies relating to:
   - Health and Safety
   - Equal Opportunities
   - Child Protection
   - Confidentiality and data protection.

This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. You are therefore under a duty to use the school's procedures to report any concerns you may have regarding the safety or well-being of any child or young person.

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.

Work Arrangements

Transport requirements: Working patterns: Working conditions:	Required to use own transport to attend meetings both within and out-with the County. Normal hours but need to also work 'out-of hours' as necessary. Normally indoors.

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PERSON SPECIFICATION

Post Title: Federation IT Technician	**Director/Service/Sector:** Children's Services	**Ref:** SG46
Essential	**Desirable**	**Assess by**
Knowledge and Qualifications		
NVQ 2 or equivalent Qualification or experience in relevant discipline		(a), (i)
Good numeracy and literacy skills		(t)
Experience		
Experience of working in a relevant area in a school or learning environment		(a)
Skills and competencies		
Effective use of IT and other specialist equipment/resources		(a), (i)
Excellent IT and keyboard skills		(r)
Ability to work with children and adults		
Ability to work independently with minimum supervision, but also able to work well as a team with other members of staff.		
Willingness to participate in any training relevant to the post		
Physical, mental and emotional demands		
Be able to lift IT equipment of a moderate weight.		
Some periods of concentrated mental attention and pressures from deadlines, interruptions or conflict.		
Other		
Willingness to participate in training and personal development		(a), (i)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits