



Information Technology Trainee Technician – First and Second Line Support

Job Description

Main purpose of the job

1. To provide technical support in the provision of Information Technology (IT) at the Hamblin Education Trust.
2. To work with other schools outside of the Trust that the Trust supports.

Tasks

To carry out the following tasks:

Maintenance of computer networks:

- Fault diagnosis
 - Software installation
 - Hardware installation
 - Management of user accounts on network – directories, passwords etc – both with on-site (Microsoft Active Directory and Server) and cloud-based services (Microsoft 365)
 - Operation of suitable anti-virus procedures
 - Troubleshooting/faults diagnosis
 - Operation of suitable network backup procedures
 - General network 'housekeeping' as required
 - Appropriate liaison with external agencies
- Providing IT support to all staff (teaching and support) and pupils.
 - Recording of faults that cannot be corrected. Arranging for repair of hardware. Liaising with outside agencies as required.
 - Liaising with teaching staff concerning their requirements for lesson delivery.
 - To keep central logs of work carried out and to follow common protocols.
 - Assist in the training of staff with a range of computer equipment.

General

- To undertake any such training, re-training, updating of skills as may be necessary to fulfil the requirements of the job and the post holder.
- To carry out the above duties in accordance with current Health & Safety legislation and policy.
- To carry out any other reasonable duties requested or authorised by the Head of IT Operations.

Skills required

Essential	Desirable
Good communication skills	Working knowledge of Office 365 and Microsoft Office
Ability to investigate and troubleshoot network, software and hardware issues	Full driving licence and own transportation
Ability to work independently as well as within a team	Experience of audio-visual equipment
Willingness to work at different locations	Experience of repairing desktops/laptops
Familiarity with Microsoft Windows	

Responsible to: Head of IT Operations

The post holder will work 8.30am – 4.30pm daily throughout the year with 23 days holiday (to be agreed).

November 2021