



# IT Technician & Primary School Support Manager – 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.
3. To oversee and coordinate the Trust's IT support for the outside schools.

### 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.
- Overseeing and coordinating IT support for schools that fall within the Trust's support structure. Allocating and supervising the Trust technicians to ensure such support is performed optimally.
- Recording of faults that cannot be corrected. Arranging for repair of hardware. Liaising with outside agencies as required.
- Liaising with teaching staff concerning the 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	Mobile device management experience
Experience of Active Directory and Windows Server (2012 R2 onwards)	Experience of working in an educational environment
Experience of group policy management	Full driving licence and own transportation
Experience of Powershell and command line instructions	IT related qualifications e.g. Microsoft MCSA, degree or B-Tech
Working knowledge of Office 365 and Microsoft Office	Familiarity of e-sports
Experience of network security and data integrity	Understanding of networking protocols and associated network hardware and infrastructure
Familiarity of firewalls and firewall rules	Experience of repairing desktops/laptops
Understanding of GDPR and associated data protection regulations	
Experience of working in first- and second-line support	
Ability to image and deploy workstations via MDT or WDS or similar applications	
Experience of working with audio/visual equipment	
Experience of working with third party suppliers	
Ability to investigate and troubleshoot network, software and hardware issues	
Working to service level agreements	
Ability to work independently as well as within a team	
Willingness to work at different locations	

### 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