



JOB DESCRIPTION

Job Title:	IT Technician
Grade:	Scale 4: PT 18 – PT 21
Job Location:	Academies within The Ascent Academies' Trust
Responsible to:	Director of Corporate Services

Principal Responsibilities

- To provide IT services to the academies within The Ascent Academies' Trust, under the direction of the Director of Corporate Services and the IT Network Manager

Main Duties

- Ensure all required IT systems and services are available to staff and students
- Maintain cloud based email services
- Manage support requests
- Maintain and manage servers, network hardware and end devices
- Administration of IP based phone systems
- Manage licences and administration of an antivirus solution
- Manage firewalls and our exposure to the wider web /access lists between LANs
- Undertake IT related tasks as designated by line manager

Developmental Duties

- Support implementation of improvements to IT infrastructure, software and services according to ever changing requirements
- Support implementation of systems that facilitate convergence of IT systems and resources trust wide
- Ensure a suitable balance of security and usability of trust data
- Getting quotes for equipment and services, selecting the best companies for value and quality
- Keep abreast of developments and new technologies that are useful to the trust

Organisational Duties

- Adhere to and promote systems and protocols for staff and students to get help with IT issues i.e. centralised knowledge base and call logging system
- Maintain and administer a trust wide intranet to share policies, risk assessments and best practices

- Manage software licensing
- Contribute to a dynamic and flexible IT support team
- Train and develop junior members of IT support team
- Provide practical instruction for new systems and equipment
- Liaise with and advise curriculum staff with regards to new educational software, services and devices

The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Trust.

The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Trust records and information.

The post holder must carry out their duties with full regard to the Trust's Equal Opportunities Policy, Code of Conduct, Child Protection Policy and all other Trust Policies.

The post holder must comply with the Trust Health and Safety rules and regulations and with Health and Safety legislation.

Author: Mick Little

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