

JOB DESCRIPTION	JD no: 30
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Job Details

Post Title	IT Technician
Responsible to	Line Manager

Purpose of job

To contribute to the delivery of an effective IT support service throughout the school to respond to identified need, ensure continuity of service and achieve planned reporting objectives and deadlines.

Responsibilities

1. Contribute to the effective performance and service provision of IT services to minimise disruption.
2. As directed, provide user support to identify and respond promptly to IT requests and routine system or process issues that arise within an agreed framework of performance criteria.
3. Participate in the collection, collation, processing and storage of data and information to comply with school reporting requirements.
4. Maintain the integrity and performance of all systems by use of the appropriate user protocols and assist with related monitoring and reporting.
5. Under the direction of a supervisor/senior staff, implement routine manual and computerised systems, practices and procedures to ensure that data and information is current, relevant, effectively and securely collected and that reporting complies with planned outcomes and obligations, reporting any concerns as required.
6. Contribute to contingency arrangements to respond to any unforeseen or unplanned circumstances that may arise to maintain the safety and security of data and information, maintain security and minimise disruption.
7. To undertake any other duties, commensurate with the level of the post, as may be required from time to time.

Assessment and Reporting

- Standard of work will be assessed by the Line Manager and as such the IT Technician will be observed and monitored both formally, through the Trust’s Performance Development procedures and informally through daily discussions.

Student Care Role

- The IT Technician will follow the Trust’s procedures for student contact & welfare.
- All issues arising from direct or indirect contact are to be taken to the appropriate Academy’s Child Protection Officer.

Training and Development

- Training and development will be given to ensure that the IT Technician is able to carry out their job and will play a full and active part in the performance of the Brooke Weston Trust.

Communication

The IT Technician will:

- seek to respond to work-related matters within the same working day wherever possible
- represent the Trust in a range of situations including communicating and co-operating with persons or bodies outside the school environment

Discipline, health and safety

All staff share an obligation to maintain good order and discipline among the students and safeguard their health and safety both when they are authorised to be on Academy premises and when they are engaged in authorised Trust activities elsewhere.

Hours of work

- The IT Technician is employed for [hours] per week for [weeks]

Collegiate responsibility

In addition to the specific responsibilities of this post, every employee of the Brooke Weston Trust will commit to:

- ✓ providing a courteous and efficient service to students and staff at all times;
- ✓ using their influence with other staff and students to promote high standards of behaviour and order within the Academy
- ✓ maintaining confidentiality at all times in respect of school-related matters and to prevent disclosure of confidential and sensitive information.

Performance Management

The IT Technician will be subject to the Brooke Weston Trust's Performance Management arrangements as set out in the relevant policies.

Appraisal

The IT Technician will benefit from an appraisal system modelled on best practice in performance management. They will participate in arrangements for the appraisal of their own performance.

Role Review

This job description sets out the main duties of the post at the time of drafting. It cannot be read as an exhaustive list. It may be altered at any time in consultation with the post holder subject to the CEO's approval.

Job Details

Post Title	Senior IT Technician
Responsible to	Line Manager

Purpose of job

To support the use of IT within the school environment through maintenance of IT software, hardware and related equipment, and providing support to staff and pupils to ensure administration and learning outcomes are maximised.

Responsibilities

1. Contribute to and ensure smooth operation of IT service provision and maintain/develop the network, as directed by the IT Manager.
2. Provide user support and respond promptly to a wide variety of issues that arise. Maintain a comprehensive database of all support requests and may allocate jobs to appropriate junior IT staff.
3. Responsible for maintaining secure and confidential collection, collation, processing and storage of data and information. Maintain computer files by backing up/archiving and updating/deleting information as appropriate.
4. Undertake regular monitoring of systems, preparing reports where appropriate, resolving hardware/software technical issues or referring more complicated faults to the IT Manager/a specialist technician/audio-visual service/contractor as appropriate.
5. Ensure implementation of routine and computerised systems, practise and procedures to ensure that data and information is current, relevant, effectively and securely collected. Support and promote adherence to IT policies, including those relating to safeguarding and internet usage and report any concerns.
6. Support contingency arrangements to respond to any unforeseen or unplanned circumstances that may arise to maintain the safety and security of data and information, maintain security and minimise disruption.
7. Support all staff/pupils in technical aspects of IT and providing basic informal IT training where necessary.
8. To undertake any other duties, commensurate with the level of the post, as may be required from time to time.

Individuals in this role may also undertake some of the following:

1. Responsibility for operational development and maintenance of audio visual systems and services.
2. Provide support for staff and students for events, assemblies and teaching, including setting up and operating a range of AV equipment and recording, editing and processing media.
3. Investigate problems in systems and services and assist with the implementation of agreed remedies and preventative measures, referring any serious issues to senior staff.
4. Undertake commissioning of new technical areas including specialist AV and IT equipment, control systems, and audio induction loops. Install or remove hardware and/or software, correcting malfunctions, and documenting results in accordance with agreed procedures.

Assessment and Reporting

- Standard of work will be assessed by the Line Manager and as such the Senior IT Technician will be observed and monitored both formally, through the Trust's Performance Development procedures and informally through daily discussions.

Student Care Role

- The Senior IT Technician will follow the Trust's procedures for student contact & welfare.
- All issues arising from direct or indirect contact are to be taken to the appropriate Academy's Child Protection Officer.

Training and Development

- Training and development will be given to ensure that the IT Support Technician is able to carry out their job and will play a full and active part in the performance of the Brooke Weston Trust.

Communication

The Senior IT Technician will:

- seek to respond to work-related matters within the same working day wherever possible
- represent the Trust in a range of situations including communicating and co-operating with persons or bodies outside the school environment

Discipline, health and safety

All staff share an obligation to maintain good order and discipline among the students and safeguard their health and safety both when they are authorised to be on Academy premises and when they are engaged in authorised Trust activities elsewhere.

Hours of work

- The Senior IT Technician is employed for [hours] per week for [weeks]

Collegiate responsibility

In addition to the specific responsibilities of this post, every employee of the Brooke Weston Trust will commit to:

- ✓ providing a courteous and efficient service to students and staff at all times;
- ✓ using their influence with other staff and students to promote high standards of behaviour and order within the Academy
- ✓ maintaining confidentiality at all times in respect of school-related matters and to prevent disclosure of confidential and sensitive information.

Performance Management

The Senior IT Technician will be subject to the Brooke Weston Trust's Performance Management arrangements as set out in the relevant policies.

Appraisal

The Senior IT Technician will benefit from an appraisal system modelled on best practice in performance management. They will participate in arrangements for the appraisal of their own performance.

Role Review

This job description sets out the main duties of the post at the time of drafting. It cannot be read as an exhaustive list. It may be altered at any time in consultation with the post holder subject to the CEO's approval.

JOB DESCRIPTION

JD no: 29

Job Details

Post Title	IT Manager
Responsible to	Line Manager

Purpose of job

Overall responsibility for IT network. Develops and implements the school's IT strategy and service provision including managing all aspects of IT technical support in the school.

Responsibilities

1. Responsible for IT network and IT support provision for the school.
2. Responsibility for provision of high quality support and maintenance of a comprehensive database of all support requests to ensure effective and timely support service is provided. Identify/report on and address any frequently underperforming services.
3. Responsible for ensuring data stored on the system is available and secure to meet school reporting requirements.
4. Responsible for ensuring regular maintenance and performance of all systems. Design and implement changes to the schools IT software and hardware and liaise with consultants on the specifications of new software/hardware as appropriate.
5. Develop school guidance and procedures for the use of IT within the school environment to ensure a high standard of security. Respond to any reported concerns and carry out audits of student and staff internet usage, add filters where necessary and report as appropriate in line with school policy.
6. Management of planning, monitoring, and operation of contingency arrangements.
7. Ensure all new staff/pupils are trained on existing systems and all staff/pupils are trained on new systems where appropriate.
8. Develop and maintain rolling capital replacement programme, ensuring adherence to procurement procedures and financial regulations.
9. Management of the IT team ensuring a prompt and efficient service is provided at all times.
10. To undertake any other duties, commensurate with the level of the post, as may be required from time to time.

Individuals in this role may also undertake some or all of the following:

11. Advise teaching staff on the likely compatibility of new software / hardware, install software / hardware as requested by teaching staff, and maintain a record of all installations carried out.
12. Contribute to the IT Network for a cluster of schools.
13. Manages IT budget.

Assessment and Reporting

- Standard of work will be assessed by the Line Manager and as such the IT Manager will be observed and monitored both formally, through the Trust's Performance Development procedures and informally through daily discussions.

Student Care Role

- The IT Manager will follow the Trust's procedures for student contact & welfare.
- All issues arising from direct or indirect contact are to be taken to the appropriate Academy's Child Protection Officer.

Training and Development

- Training and development will be given to ensure that the IT Manager is able to carry out their job and will play a full and active part in the performance of the Brooke Weston Trust.

Communication

The IT Manager will:

- seek to respond to work-related matters within the same working day wherever possible
- represent the Trust in a range of situations including communicating and co-operating with persons or bodies outside the school environment

Discipline, health and safety

All staff share an obligation to maintain good order and discipline among the students and safeguard their health and safety both when they are authorised to be on Academy premises and when they are engaged in authorised Trust activities elsewhere.

Hours of work

- The IT Manager is employed for [hours] per week for [weeks]

Collegiate responsibility

In addition to the specific responsibilities of this post, every employee of the Brooke Weston Trust will commit to:

- ✓ providing a courteous and efficient service to students and staff at all times;
- ✓ using their influence with other staff and students to promote high standards of behaviour and order within the Academy
- ✓ maintaining confidentiality at all times in respect of school-related matters and to prevent disclosure of confidential and sensitive information.

Performance Management

The IT Manager will be subject to the Brooke Weston Trust's Performance Management arrangements as set out in the relevant policies.

Appraisal

The IT Manager will benefit from an appraisal system modelled on best practice in performance management. They will participate in arrangements for the appraisal of their own performance.

Role Review

This job description sets out the main duties of the post at the time of drafting. It cannot be read as an exhaustive list. It may be altered at any time in consultation with the post holder subject to the CEO's approval.