



Job Description: IT Assistant Technician

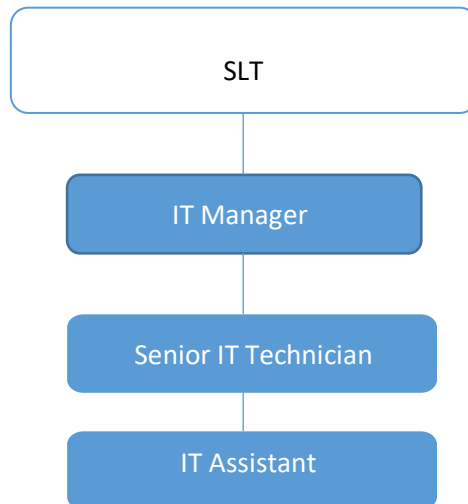
Role Title: IT Assistant Technician, The Gryphon Trust

Reports To: IT Manager, The Gryphon Trust

Role Purpose: To assist the IT Team in implementing improvements to IT across the Multi Academy Trust, working as part of the IT Support team and helping to support school IT services.

Helping to meet the needs of the students, curriculum and administrative teams in all areas of IT.

Organisation:





Role Requirements:

Accountabilities	Accountability Statements	% of Time
IT Equipment Support	<p>Working as part of the IT Support team to enable a smooth operation and availability of all IT, network, computer & cloud services for the Multi Academy Trust</p> <p>Assisting that computers are operational at the start of each day</p> <p>Maintain a list of software available and help to evaluate new software</p> <p>Work with Office365 cloud and email services</p> <p>Assist staff and students with Wi-Fi access and printers</p> <p>Liaise with the IT support team as necessary</p>	25%
Administration	<p>Ensure the security marking and recording of all new hardware and maintain inventories of all equipment in the school, service and maintenance arrangements</p> <p>Identify when stocks of computer consumables reach reorder levels and advise an order of fresh supplies</p> <p>Maintain an awareness of new ICT products and services and ensure that information is shared within the schools by documenting processes and solutions</p> <p>Ensure to keep all helpdesk tickets up to date, ideally with daily updates</p>	10%



<p>Support to Staff</p>	<p>Offer IT support as a 1st point of technical contact via phone, email and face to face in the IT support office</p> <p>Ensure incidents are managed on the helpdesk portal for all staff across schools and assistant in responding promptly to requests</p> <p>Liaise with staff on a daily basis to support the efficient use of ICT equipment in the schools</p> <p>Assist in the provision of technical support to teachers during teaching periods.</p> <p>Support teaching staff in the use of ICT based activities, and aid groups of pupils in the use of ICT</p> <p>Set up new users on networks when required</p> <p>To add new users e-mail accounts, update staff changes, maintain existing accounts</p>	<p>25%</p>
<p>Software Support</p>	<p>Install standalone software, configure software and provide simple software guides</p> <p>Keep abreast of software developments, including evaluating and comparing prices and make recommendations on the purchase of new software</p> <p>Maintain software inventory and file licences ensuring compliance with legal licensing requirements</p> <p>Troubleshoot software problems, including compatibility across different versions</p> <p>Assist in transferring all year group files up to the next year, move all staff files to correctly locations at end of school year</p>	<p>15%</p>
<p>iPad management</p>	<p>Provide 1st line support and training and advice to iPad users</p>	<p>25%</p>



Key Decision Making Areas

- Re order consumables when stock levels are low
- Use Innovation to recommend a plan of action or change to an existing programme/plan to introduce new, or improve existing, systems and processes
- Decide what actions need to be to resolve problems or issues, escalating where required

The Role Dimensions

- Size of Trust: 2 secondary schools
- Dealing with regular deliveries of equipment and consumables

The Main Contacts

- Teaching Staff: dealing with hardware, software and network problems on a daily basis
- IT Technicians: point of escalation, daily liaison with for any job-related issues
- IT Manager: 2nd point of escalation, daily liaison with for any job-related issues, regular meetings with to review of apprenticeship progress
- Pupils: regular contact with pupils dealing with user account & printer or iPad problems
- Computer Suppliers: ordering stock whilst obtaining best value

Context

- Required to attend training to keep skills and knowledge up to date throughout the year and achieve any assessments or exams related to the apprenticeship
- There is a particular responsibility to maintain high standards of health and safety, in order to ensure that pupils and colleagues are protected from hazards, within the framework of relevant risk assessments
- It may be a requirement of the role holder to deal with confidential information and a strict regard for confidentiality is essential