JOB TITLE	Trust IT Technician					
RESPONSIBLE TO	Trust IT Technical Manager					
SUPERVISES	N/A					
GRADE	G4 – G6	Hours	37	Weeks	52	

JOB PURPOSE

To deliver a high-quality IT support to the staff and students of the schools in the Trust maintaining the IT infrastructure, printers, mobile devices and software. To work efficiently to minimise downtime in our schools.

MAIN RESPONSIBILITIES

1	To resolve incidents and service requests raised in the Helpdesk system, remotely or in person working to ensure customer satisfaction is always maintained
2	Fault finding for Windows Server, Laptops, Desktops, Tablets, Phones and Printers
3	To provide high quality IT support service for staff and students across all Trust sites. To ensure that issues are accurately recorded and updated on the Service Desk and resolved in line with the agreed Key Performance Indicators.
4	Continued development of the IT infrastructure including the installation of new software, new hardware and implementation of new processes / procedures under the direction of the Trust IT Technical Support Manager.
5	To maintain IT equipment (desktops, software, printers, telephones and mobile devices), investigate to ensure maximum availability and usage of equipment.
6	Contributing towards creating documentation and process notes
7	Working with the wider IT team to manage the procurement and installation of required software to meet the educational and business needs of the Fallibroome Trust.
8	To be responsible for your personal and professional development and to undertake training in response to the changing needs of the job.
9	To actively safeguard and promote the welfare of children at all times.
10	To ensure that all activities are undertaken safely and to report any unsafe practices or conditions identified as soon as possible to a line manager.
11	Notwithstanding the detail in this job description, the job holder will undertake such work as may be determined by the Headteacher/Governing Body from time to time, up to or at a level consistent with the Main Responsibilities of the job.

PERSON SPECIFICATION

Criteria	Essential
Qualifications and training	• Microsoft Certification (ideally) • Good general education. • Minimum GCSE grade C or equivalent in English and Maths
Experience	• Good working knowledge of Microsoft based operating systems including servers • Familiarity with desktops and peripherals • Setup of audio/visual equipment • Software installation and operating system configuration • Strong Microsoft 365 skills including administration via the admin centre and the use of PowerShell to carry out tasks
Knowledge	• Understanding of networking, exposure to Fortinet technologies (desirable)
Skills	• To be capable of prioritising your workload • To be flexible and to have the ability to work in a busy environment • Able to meet deadlines • To be able to self-learn and independently problem solve
Personal Qualities	• To remain calm under pressure • To have a problem-solving approach with staff and students