

<b>JOB TITLE</b>	Trust IT Technician				
<b>RESPONSIBLE TO</b>					
<b>SUPERVISES</b>					
<b>GRADE</b>	G4 – G6	Hours	37	Weeks	52

**JOB PURPOSE**

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

**MAIN RESPONSIBILITIES**

<b>1</b>	To provide high quality IT support service for staff and students across all ten 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.
<b>2</b>	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.
<b>3</b>	To maintain IT equipment (desktops, software, printers, telephones and mobile devices), investigate to ensure maximum availability and usage of equipment.
<b>4</b>	To produce user-friendly guides, to create and deliver training sessions to enable IT systems to be fully utilised by all staff and students.
<b>5</b>	Working with the Director of IT and IT Technical Support Manager manage the procurement and installation of required software to meet the educational and business needs of the Fallibroome Trust.
<b>6</b>	To be responsible for your personal and professional development and to undertake training in response to the changing needs of the job.
<b>7</b>	To actively safeguard and promote the welfare of children at all times.
<b>8</b>	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.
<b>9</b>	To actively promote the safeguarding and welfare of pupils at all times
<b>10</b>	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	Desirable
Experience and Qualifications	<p>Good general education.</p> <p>Minimum GCSE grade C or equivalent in English and Maths</p>	Microsoft Certification
Knowledge	<p>Familiarity with desktops and peripherals</p> <p>Setup of audio/visual equipment</p>	Software installation and operating system configuration
Skills and Ability	<p>To be capable of prioritising your workload</p> <p>To be flexible and to have the ability to work in a high-pressure environment</p> <p>To meet deadlines</p> <p>To be able to self-learn and independently problem solve</p>	
Personal Characteristics	<p>To remain calm and cheerful under pressure</p> <p>To have a friendly approach to both staff and students</p>	