



Job Description

Job Title:		ICT Technician			
School:		NEAT Central			
JE Code:	DD99	Evaluation:	443	Grade:	N5
Date:	January 2023		Status:	Final	
Responsible to:		Head of IT			
Responsible for:		N/A			
Job purpose:		To support the provision of high quality and professional ICT services to all staff and students within the Trusts schools.			

Main responsibilities

The following is typical of the duties the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. Provide first line support and advice to all stakeholders in respect of hardware, software and networking including installation, configuration and optimisation ensuring the business objectives of the school are achieved.
2. Provide first line diagnosis, escalation, monitoring and tracking of requests for the IT support service, utilising the appropriate logging and escalation procedures and systems as required.
3. Provide first line support and advice in respect of requests for the acquisition, maintenance or disposal of ICT equipment, software and services in accordance with agreed service levels and standards.
4. Assist in the implementation, testing and support of solutions, including liaison with suppliers, support staff and service customers to ensure the satisfactory resolution of support activities.
5. To be aware of key performance indicators (KPIs) that affect ICT Services and customers and ensure that all work is carried out in a way that contributes towards meeting KPI target.
6. Provide advice to colleagues and clients on any matter in which the team is concerned, and to assist as far as possible in the formulation, revision and enforcement of ICT standard
7. Produce reports and statistics in respect of team activities and performance as requested.

Trust responsibilities:

1. Work to fulfil the vision and values of the trust.
2. Assist in maintaining a healthy, safe and secure environment and act in accordance with the trust's health and safety policies and the school's/central team's health and safety procedures.
3. Promote and implement the trust's equality and diversity policy in all aspects of employment and service delivery.
4. Promote and safeguard the welfare of children and young people s/he is responsible for, or comes into contact with, in accordance with the trust's safeguarding policy and school's child protection policies and protocols.
5. Assist in ensuring the trust's responsibilities to protect personal data and to share information as a public authority are implemented effectively.
6. Participate in appraisal, training and development and other activities that contribute to performance management.
7. Attend and participate in regular team and 1:1 meetings.