

Grade:	2
Accountable to:	IT Manager
Place of Work:	This is a multi-site role that includes travelling between 2 schools in Southampton
Hours:	37 hours per week, term time plus 2 weeks (41 weeks per year)

Role Remit:

- To provide support to multiple schools within HET.
- Work closely with the HET IT Engineers, Trust Infrastructure and System's Managers, School Business Managers and school staff within HET.
- Support cost-effective technology solutions for all aspects of HET and its schools
- Train school staff on use of certain software/systems that are being used in the schools

Travelling to each school will be essential in this role.

Main Responsibilities:

Assisting with the maintenance and upgrade of the IT Infrastructure within the schools that are part of HET and sign up for IT Support to be received HET.

1. Equipment support

- Ensure that the school's network runs efficiently, providing technical support on hardware and software problems, investigating faults and liaising with support companies where necessary
- Investigate, diagnose and provide first line maintenance in network problems, seeking assistance from support companies where necessary
- Check, set up and install new equipment
- Undertaken the maintenance of all computer hardware (subject to equipment warranty and within level of competence) on a regular basis to ensure a high standard of maintenance to all IT equipment including checking of leads, cleaning screens, mice, keyboards etc.

2. Administration

- Ensure the security marking and recording of all new hardware and maintain inventories of all equipment in the school, service and maintenance arrangements
- Ensuring Backups are running and kept safely for the schools
- Maintain and make necessary changes to the school websites
- Creation and management of new staff/students, and ensuring leavers are removed from the system
- Create and Maintain syncs between students/staff and other third party systems that require users to be created

3. Support to Staff

- Liaise with staff to support the efficient use of ICT in the school
- Assist in the provision of technical and networking support to teachers

- Support teaching staff in the use of ICT based activities, and provide assistance to groups of pupils in the use of ICT
- Maintain system integrity and security by changing passwords on the system and informing staff of any changes

4. Software

- Install standalone software, configure software and provide simple software guides
- Troubleshoot software problems, including compatibility across different versions
- Install network software as well as stand-alone software, liaise with support staff to ensure smooth integration onto all PCs including lap-tops for use children and staff

5. Internet usage

- Assist with the development and maintenance of the school web site
- Support staff and pupils in the use of the internet
- Monitor security, and privacy and virus guard updates

6. Apprenticeship responsibilities

- Actively participate in the apprenticeship training program and complete all required coursework
- Maintain a portfolio of evidence to demonstrate your learning and development
- Attend regular meetings with your apprenticeship provider and internal mentor

Other Duties:

At an appropriate level, according to the job role, grade and training received, all employees in the Trust are expected to:

- Support the aims, values, mission and ethos of HET and participate to the one team approach, All About the Child and What About Sam?
- Attend and contribute to staff meetings and training days as required and identify areas of personal practice and experience to develop.
- Take appropriate responsibility for safeguarding and children's welfare and be aware of confidential issues linked to home/child/teacher/academy and keep confidences appropriately.
- The post holder at all times, whether or not in the employ of our schools or HET and except where such information is in the public domain maintain the strictest secrecy with regard to the business affairs of our schools or HET and its customers/stakeholders, products and product lists.
- Be aware of health and safety issues and act in accordance with the Health and Safety Policy.
- To liaise with other staff, contractors and outside agencies/organisations as appropriate.

The post holder may be expected to carry out duties other than those given in the job description where the level of responsibility is similar, and they have appropriate qualifications or received appropriate training to carry out these duties.

HET have identified the below traits that we feel every employee should have.



CRITERIA/STANDARD	Essential (E) / Desirable (D)	Measures: Application form (A), interview (I)
QUALIFICATIONS		
GCSE or equivalent at grade 9-4 (A*-C) in Maths and English	E	A
Commitment to gaining a Level 3 qualification as an IT Support Technician	E	I
Meet eligibility criteria for apprenticeship course (Be a UK citizen or have proof of your right to work in the UK, have lived in the UK for the last 3 years).	E	A
EXPERIENCE		
Some experience working in an IT support environment	D	A/I
KNOWLEDGE & SKILLS		
Good aptitude towards troubleshooting and assisting in resolving IT issues	E	A/I
Good IT skills with an aptitude towards troubleshooting, resolving, deploying and administering user hardware and software (particularly in relation to Microsoft technologies).	D	A/I
Excellent communication skills with the ability to explain issues and solutions to HET employees	E	A/I
Excellent time management, organisational and prioritisation skills to allow you to accurately deliver and document your work for the schools	E	I
Ability to work accurately and in line with established processes, with consistent care and attention to detail.	E	I
Strong analytical and logical troubleshooting skills with the ability to understand the root cause of issues and implement permanent solutions	E	I
Motivated to improve knowledge and understanding of new technologies	E	I
Confidence to work under own initiative with integrity to seek instruction or guidance when appropriate	D	I
PERSONAL BEHAVIOURS & QUALITIES		
Ability to work effectively as part of a team and to respond to varying levels of ability in others	E	I
Professional and confident with the ability to respond to challenges in a calm and professional manner.	D	I