SEAX Multi-Academy Trust

Technology Support Technician

Job Description & Person Specification

Job Title:	**Technology Support Technician**
Grade:	**LGPCD Scale 5/6 (Points 10-18)**
Based at:	**Based in Chelmsford, with occasional travel to Brentwood and other Trust sites as required**
Reports to:	**Director of IT & Digital Transformation**
Liaison with:	**All stakeholders inc staff, students, parents.**
Job Purpose:	• To provide ICT support to users • To install, maintain and support the schools IT systems • To support driving innovation and digital transformation
Principal Accountabilities:	Cross-Trust responsibility for: • Technical support and resolution of faults on a wide range of devices • Deployment, configuration, maintenance and updating of devices • Accurate record-keeping • Supporting internal Safeguarding and Data Protection requirements

Job Description: Technology Support Technician

Duties

- To provide IT support to all users
- Lead projects, trials and pilots to explore new ways of using technology in the classroom.
- To work within the IT Support team to share ideas and good practices in ed-tech
- Monitor, respond and update support calls via the IT Helpdesk system.
- To maintain the school's IT systems and peripherals
- Installation, upgrading, and maintenance of relevant hardware and software.
- To maintain a fully comprehensive and up to date asset register of all IT hardware within the schools
- Support students and staff with technology to enhance their teaching and learning.
- Lead training sessions for colleagues and students on using technology confidently.
- Supporting staff induction and training, sharing clear guidance and practical support
- To carry out proactive checks within the school's IT systems
- To order new equipment and resources
- To ensure data back-ups are maintained and stored appropriately
- Contribute to policy development e.g. use of internet policy, data protection policies, IT strategic plan etc
- Keeping up to date with new technology and advising others as appropriate
- Giving advice, guidance and training to users where necessary to all users
- To attend relevant training and National IT Exhibitions
- Advising users of appropriate usage.
- Ensuring adequate stocks of peripheral IT equipment
- To support the maintenance of the school's website
- Maintain the School's broadband internet service and filtering
- To maintain the school's IP phone system

General Duties

- Establish constructive **relationships** and be supportive of, and sensitive to, the needs of colleagues, pupils and the wider school community
- Encourage **interaction and teamwork** within the school and Trust; attend relevant school meetings, as required, share ideas and new initiatives
- Respect **confidentiality** and maintain **professionalism** at all times
- Actively engage in relevant training opportunities, taking responsibility for own **professional development**
- Participate in the **performance and development review process**, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager
- Contribute to the overall **ethos, work and aims** of the school and Trust
- Comply with all **School and Trust policies and procedures**, including the Code of Conduct and those relating to child protection, equal opportunities, health & safety, confidentiality and data protection, reporting concerns to an appropriate person.

The duties above are neither exclusive nor exhaustive and the post-holder may be required by the Director of IT and Digital Transformation to carry out appropriate duties within the context of the job, skills and grade.

The SEAX Trust and all of its academies are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful candidate will be required to complete a Disclosure & Barring Service (DBS) application, medical checks and references.

This job description will be reviewed annually and may be subject to change or modification at any time after consultation with the post-holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the Trust in relation to the post-holder's professional responsibilities and duties.

Person Specification:

Qualifications & Experience			
Detail		**Essential**	**Desirable**
Specific qualifications & experience	Experience in ICT support, ideally in an educational or multisite environment.	✓	
	Strong knowledge of Windows OS, Microsoft 365, and basic networking.	✓	
	Excellent communication and problem-solving skills.	✓	
	Full UK driving licence and access to a vehicle.	✓	
	Relevant IT qualifications (e.g., CompTIA, Microsoft Certified).		✓
	Familiarity with safeguarding and GDPR compliance in schools		✓

Knowledge of relevant policies and procedures	Good knowledge of school procedures Working knowledge any of the following systems and services used across SEAX Trust: • 3CX VoIP telephone service • Dell network switch configuration • Ruckus zSZ wireless control system • Paxton Net2 access control systems • Papercut printer management solution • Microsoft Active Directory • Microsoft SCCM for Windows device configuration and deployment • Mosyle Manager – iPad management system • CCTV system support and management • Lightspeed internet filtering and monitoring • Google Workspace	✓	✓
Literacy	Ability to read and write technical data records	✓	
Numeracy	Good numeracy skills	✓	
Technology	Excellent working knowledge of equipment and ICT packages relevant to specialist area	✓	
Communication			
Written	Ability to write technical and detailed reports, letters etc	✓	
Verbal	Ability to use clear language to communicate information unambiguously Ability to listen effectively	✓ ✓	
Languages	Able to overcome communication barriers with children and adults Knowledge of specialist terminology	✓ ✓	
Negotiating	Ability to negotiate effectively with children and other adults	✓	
Working with Children and Others			
SEND	Detailed understanding and ability to support children with developmental difficulty or disability in relation to role	✓	

Child Development	Detailed understanding of how the role contributes to child development Ability to put ideas forward to aid improvement	✓ ✓	
Health & Wellbeing	Understand and support the importance of physical and emotional wellbeing	✓	
Curriculum	Excellent understanding of the school curriculum relevant to, and in support of, the role and able to advise and support others relevant to specific area	✓	
Behaviour Management	Understanding and implementation of the school's behaviour management policy	✓	
Relationships	Ability to establish rapport and respectful and trusting relationships with children and adults	✓	
Team work	Ability to work with a range of other adults Ability to make a distinctive contribution to the work of the team	✓ ✓	
Working with partners	Ability to make a pro-active contribution to the work of the team supporting children	✓	
Information	Know when, how and with whom to share information Ability to provide timely and accurate information	✓ ✓	
Responsibilities			
Organisational skills	Excellent organisational skills Ability to remain calm under pressure	✓ ✓	
Line Management	Ability to support the work of volunteers in the classroom	✓	
Time Management	Ability to manage own time effectively Demonstrate a flexible approach	✓ ✓	
Creativity	Demonstrate a highly creative approach to supporting children and staff and an ability to resolve complex problems independently	✓	

General			
Equalities	Awareness and promotion of and commitment to equality	✓	
Health & Safety	Excellent understanding of Health & Safety legislation and procedures relating to specialist area Ability to advise others	✓ ✓	
Child Protection & Safeguarding	Understands and implements child protection and safeguarding procedures	✓	
Confidentiality/Data Protection	Understands and follows procedures and legislation relating to confidentiality Understands and implements the Trust's Data Protection Policies	✓ ✓	
CPD	Is prepared to develop and learn in the role	✓	