



STEPHENSON (MK) TRUST

JOB PROFILE

POST TITLE:	IT Technician
LOCATION:	Stephenson Academy
RESPONSIBLE TO:	IT Manager
SALARY:	Pay Range 2 £27,269 - £29,093 FTE 37 hours per week, Monday to Friday, 52 weeks per year

JOB PURPOSE

Responsible for maintaining and developing IT resources for safe, effective use by staff and students. Duty to support the IT Manager in delivering outstanding IT services across Stephenson (MK) Trust

PRINCIPAL ACCOUNTABILITIES

Main Responsibilities:

- Provide appropriate technical support, help and advice to staff and students.
- Maintain and monitor the appropriate use of any software or hardware.
- Support the IT Manager with the development and deployment of desktop hardware, desktop infrastructure, network infrastructure and ancillary equipment.
- Support the IT Manager with the delivery of changes to hardware and software, ensuring documentation is updated.
- Respond to support requests in line with procedures, recording detailed diagnostic information and using appropriate knowledgebases/logs to assist with diagnosis and resolution.
- Negotiate with suppliers and external contractors and track external support calls.

- Identify software, hardware and working practices required to fulfil functional specifications as defined by academy and trust staff.
- Conduct individual and group training on the use of IT resources.
- Review and make suggestions to improve the service provision of the IT Services team.
- Work as part of a team adopting flexible working practices, attending meetings and liaising with staff at all levels to ensure efficient operation of IT systems.
- Enhance knowledge and skills relevant to IT through online resources and attend relevant courses where appropriate.
- Any other duties corresponding to the general character of the post and appropriate to its level of responsibility.

Other areas of responsibility:

- Be aware of, and comply with, policies and procedures relating to child protection, health and safety, confidentiality and data protection.
- Perform other relevant tasks as directed by senior leaders.
- Work in partnership with, and across, all Stephenson (MK)Trust Academies as required.



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PERSON SPECIFICATION

Post: IT Technician

E = Essential, D = Desirable, A = Application Form, I = Interview, T = Task

CRITERIA		E/D	ASSESSED
Qualifications and training	• Educated to GCSE Grade C or above including Maths and English	E	A
	• Further qualifications or training relevant to the role	D	A
Experience	• Experience of liaising with end users to provide IT support	E	A/I
	• Experience of providing IT support within schools	D	A/I
Skills and knowledge	• Knowledge of hardware maintenance	E	A/I
	• Knowledge of software applications	E	A/I
	• Ability to effectively troubleshoot and resolve problems	E	I
	• Knowledge of IT Technology	E	A/I
	• Knowledge of Acceptable Use Policies	D	A/I
• Knowledge of GDPR	D	A/I	
Personal qualities	• Ability to build and form good relationships with colleagues and to interact appropriately with students and staff	E	I
	• Ability to work constructively as part of a team, understanding priorities	E	I
	• Able to work with initiative and independently	E	I
	• Ability to effectively operate a range of reprographics equipment and IT resources	E	I

	<ul style="list-style-type: none"> • Good standard of numeracy and literacy skills • Good verbal and written communication skills • Good practical common sense and organisational ability • Ability to absorb and understand a wide range of information • Ability to maintain confidentiality • To willingly engage with training as required 	E E E E E E	I I I I I I
Other Requirements	<ul style="list-style-type: none"> • To hold positive values and attitudes and adopt high standards of professional conduct in line with the Seven Principles of Public Life (selflessness, integrity, objectivity, accountability, openness, honesty, leadership) and our trust values • A demonstrable commitment to supporting and promoting safeguarding, pupil welfare, equality, and diversity, health and safety and data protection • Willingness to be flexible with duties to respond to the Academy's needs • The ability to adapt to an ever-changing educational environment • A full clean driving licence and access to a car 	E E E E E	I I I I A

This Person Specification is a guide to the work that you will be initially required to undertake. It may be altered from time to time to meet changing circumstances. All members of staff are expected to carry out any reasonable instruction given by the Executive Principal or other such authorised person so as to allow for the effective running of the school. This Person Specification does not form part of your contract of employment.