

Grade:	6
Accountable to:	IT Service Manager
Place of Work:	Working across multiple schools in HET (specifically in the BCP/Dorset area)
Hours:	37 hours per week, 52 weeks

Role Remit:

- To provide IT support to multiple schools within HET.
- To work closely with HET IT Support Engineers, Trust Infrastructure and Systems Managers, School Business/Operations Manager and school staff within HET.
- To support cost-effective technology solutions for all aspects of HET and its schools.
- To 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, therefore use of own vehicle is required.

Key Responsibilities:

Assisting with the maintenance and upgrade of the IT Infrastructure within the schools who sign up to receive their IT Support from our team.

1. Equipment Support

Ensure a thorough safer recruitment and selection process is adopted at all times:

- 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
- Undertake 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.
- Liaising with Trust IT Team to make recommendations regarding technology use for the curriculum provision

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.
- Creation and management of new staff/students, and ensuring leavers are removed from the system
- Create students/staff accounts on all used platforms at the school, and also maintain syncs with other third party systems that require users to be created
- Undertaking IT Induction for new staff in-line with HET guidance

3. Support to employees

- 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
- Training staff on day-to-day use of technology to ensure smooth operation
- Monitor and manage IT support request tickets. Providing polite and professional responses at all times

4. Software

- Installation and deployment of apps and software to school pcs, laptops and other devices
- Troubleshoot software problems, including compatibility across different versions
- Configure and update software, provide assistance to staff in using software both in person and via simple software guides

5. Internet Usage

- Assist with the development and maintenance of the school website, including assisting staff with content updates.
- Support staff and pupils in the use of the internet
- Monitor security and privacy, and ensure all antivirus software is kept up to date

Other Duties:

At an appropriate level, according to the job role, grade and training received, all employees in HET 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 traits below that they feel every employee should have.



CRITERIA/STANDARD	Essential (E) / Desirable (D)	Measures: Application form (A), interview (I)
QUALIFICATIONS		
GCSE's 9-4 / A*-C including Maths and English	E	A
Evidence of further relevant post-16 study/training	E	A
EXPERIENCE		
Experience of working in an IT environment	E	A
Experience of working in a relevant position within a school environment	D	A
Experience of training others on using technology	E	A/I
KNOWLEDGE & SKILLS		
Good knowledge of a range of IT systems, hardware and software	E	A/I
Working knowledge of Health and Safety regulations pertaining to IT	D	I
Ability to analyse problems and to come up with solutions	D	I
Ability to communicate information and ideas effectively to a range of audiences, through good written and verbal communication skills	E	A/I
Excellent keyboard skills	E	I
Ability to work without close supervision	E	I
Ability to lift moderate weights	E	I
Ability to maintain concentrated attention for periods of time	E	I
Understanding of key safeguarding issues and procedures	D	I
Training ability	D	I

