



## IT Technician, Cambourne Village College

**Salary** - Scale 3, Pt 5-6 £18,795 to £19,171

**Hours of work** 37 hrs per week, 52 weeks a year *or* term time plus training days  
Mon to Thurs 8am – 4pm and Fri 8am – 3.30pm

**Line of Responsibility** - Trust IT Manager

### Description

The IT Technician is responsible for assisting in the maintenance of the school's networks. The postholder installs and maintains software and hardware and provides technical support to teachers and students across the College.

### Strategic Purpose

The Cam Academy Trust works to push the boundaries of technology, aiming to lead the way in the use of Cloud and one-to-one technology in education to enhance the learning experience across its multiple school sites.

This is an exciting role in one of our growing secondary schools for anybody wanting to extend their knowledge of IT. Working within our IT Support team, you will have contact with everything from daily support of personal devices to supporting online services such as Office 365. We strongly encourage our technicians to develop their technical knowledge by pushing themselves into areas that a business might discourage them from.

You will need to have excellent communication and problem-solving skills as you will be working directly with staff and students in the school, working with our help desk system (ZenDesk) to resolve and respond to issues in a timely manner.

### Main duties & responsibilities

- In conjunction with the Trust IT Manager, manage and deliver the schools IT service
- Act as 1<sup>st</sup> and 2<sup>nd</sup> line support
- Provide support to the iPads through usage of the MDM (JAMF) and Apple School Manager
- Ensure the smooth running of all computer equipment within the college and responding to urgent IT issues raised via the Helpdesk
- Assist with ensuring the Trust's IT asset & procurement policies are enforced and regularly checked for compliance
- Assist with the maintenance of the school's network
- Install and maintain software and hardware as necessary
- Support project roll-out within the school
- Assist the Trust IT Manager when required in rolling out new systems within the school
- Handle IT queries from school staff and students
- Understand and comply with Data Protection requirements and guidelines
- Ensure confidentiality at all times
- Be aware of and adhere to school policies and procedures and deliver an IT service in accordance with these.



## **Key tasks:**

- Ensure that all systems are kept up and running
- Support and tracking of iOS devices
- Support staff and students in our continued development of Office 365
- Ensure systems are all up-to-date with service packs and virus software
- Ensure IT security is maintained and running smoothly
- Ensure backups are running correctly with regular tests as required
- Assist in rollouts of new IT equipment
- Produce reports for the Trust IT Manager as appropriate / required
- Liaise with contractors and other providers including MIS provider as and when required
- Communicate with staff when problems occur
- Communicate with staff when there will be likely outages
- Provide training and support to staff and students
- Keep up to date with new and developing IT technologies

## **Conditions of Employment**

The above responsibilities are subject to the general duties and responsibilities contained in the written statement of conditions of employment (the Contract of Employment).

The post holder is required to support and encourage the school's ethos and its objectives, policies and procedures as agreed by the governing body.

To uphold the school's policy in respect of Child Protection matters.

The post holder shall be subject to all relevant statutory and institutional requirements.

The post holder may be required to perform any other reasonable tasks after consultation.

This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so constructed.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification at any time after consultation with the postholder.

All staff participate in the school's performance management scheme.