

TRELOAR TRUST

JOB DESCRIPTION

POST: ICT Technician

ACCOUNTABLE TO: Computer Systems Manager

LOCATION: Trust/Holybourne

JOB PURPOSE: To work alongside the Senior Technician to maintain an efficient and reliable ICT platform, meeting the needs of students and staff at Treloar's.

RESPONSIBILITIES

- Deployment, configuration and testing of ICT systems, equipment, peripherals, software, etc. with consideration for performance and efficiency at the direction of the Senior Technician.
- Providing part-time helpdesk support, in person, phone, or by e-mail in co-ordination with other team members.
- To support the Senior Technician in meeting the daily support requirements of the Trust.
- Independently manage workload in order to deliver prompt support.
- Any other duties as may reasonably be required.

KEY TASKS

- To provide proactive technical support and advice as required across the Trust.
- To undertake available training opportunities and demonstrate a commitment to continuous personal development.
- General administration.
- To perform such other tasks as may reasonably be required.

OTHER DUTIES

- To support the Trust in safeguarding and protecting the welfare of all students.
- To comply with policies and procedures relating to safeguarding, health and safety, equality and diversity, confidentiality and data protection, reporting concerns to an appropriate person.
- To maintain and develop own professional knowledge and awareness.
- To undertake any other such duties or general tasks and hours of work as may reasonably be required and any other responsibilities, which may from time to time, be delegated by your manager.
- A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in the post.
- This job description will be reviewed and amended in the light of changing professional demands.

Treloar Trust
HR Department
July 2024

Person Specification – ICT Technician

MINIMUM	DESIRABLE
<p>Qualifications</p> <ul style="list-style-type: none"> • Experienced but not necessarily certified to a MCP standard. • Willing to undertake IT based training to meet the needs of the organization. • Willing to train to achieve CIEH Level 2 Award in Health and Safety. 	<p>A+, MCP.</p>
<p>Skills and Knowledge</p> <ul style="list-style-type: none"> • Windows 10/11 Professional. • MDM administration, iOS + Android. • Active Directory administration. • Exchange Online administration. • Understanding of networking concepts. • Understanding of backup and recovery procedures. • Print device management/maintenance. 	
<p>Experience</p> <ul style="list-style-type: none"> • At least 1 year experience in ICT related work. • Building, repairing, upgrading and maintaining server, desktop and laptop platforms. • Imaging/cloning technologies. • Installation, diagnosis and maintenance of PC attached peripherals, printers, scanners. • Maintaining AV equipment and setups. 	
<p>Personal qualities</p> <ul style="list-style-type: none"> • A commitment to promoting and safeguarding the welfare of students • An intelligent self-starter with the ability to work on their own initiative to diagnose and solve problems. • A fast learner with the ability to be able to pick up new skills quickly • Enthusiasm for IT. • Flexible to work independently or as part of a team. • Strong interpersonal and communication skills. • Ability to effectively pass on knowledge to other people. • Commitment to continual personal development – keeping apprised of changes in technology. 	
<p>Physical Requirements</p> <ul style="list-style-type: none"> • Able to cope with the physical demands of the role. 	
<p><u>TRELOAR TRUST IS COMMITTED</u> <u>TO SAFEGUARDING CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS</u> All successful candidates will be subject to a Disclosure and Barring Service Check along with other relevant employment checks</p>	

BOTH THE JOB DESCRIPTION AND THE PERSON SPECIFICATION ARE SUBJECT TO THE TRUST'S EQUAL OPPORTUNITIES POLICY

Hours: 36.5 hours per week

Salary: £25,701

If you have not heard from us within **three weeks** of submitting your application please assume you have not been short-listed.