

WMAT IT Support Technician: Job Description

Responsible to: WMAT IT Manager	Grade: Grade 7 Points 13-17 £26,873-£28,770
Hours: Full Time (37hrs Mon-Fri) All Year Round	Duration: Permanent
Main Location: The Warriner School	

(To be finalised at Term 1 Performance Management meeting)

The Warriner Multi Academy Trust comprises of one large secondary school and 7 primaries schools in North Oxfordshire area. The Warriner MAT provides education for children with an age range of 4 – 18. Plus providing Pre School at some of our Trust Primaries

This position is to provide IT support to The Warriner School and the MAT’s primary schools. You will be based at The Warriner School.

Main duties

The IT Technician will be responsible for general maintenance of defined computer equipment and for the resolution of identified technical problems, as well as undertaking general tasks which will promote the use of ICT across the Warriner multi academy trust.

The work schedule will include the following main tasks to be carried out throughout the MAT, covering ICT equipment used throughout the MAT

1. Use of the IT Service Desk to resolve support incidents inline with agreed service levels agreements
2. Support the Trust in all aspects of IT service provision via the helpdesk, email, telephone and in person response across the Trust, as part of the IT Support team
3. Use of traditional Windows Server services such as Active Directory and Microsoft Deployment Toolkit
4. Use of cloud platforms such as Microsoft 365 to manage users and devices
5. Diagnose and repair IT hardware faults and arrange warranty repair
6. Fully participate in new IT projects, innovation and equipment refreshes
7. Create, maintain and disseminate department and end-user help documentation
8. Provide support out of normal work hours for school events such parents’ evenings
9. Monitor and maintain stock for consumables
10. Track and update asset information
11. Use initiative to resolve issues and manage time effectively

Personal Qualities

- To be able to work on own initiative
- Demonstrate a practical knowledge of problem solving
- Have the ability to work with everyone from students to senior management
- To be aware of the different level of end-user IT skills in supported schools
- To maintain a knowledge of new developments in software and hardware

Additional Duties

- Where appropriate, train staff in the use of general purpose and office related software
- To support the development of ICT within the MAT schools
- To ensure that damage malicious or otherwise is reported
- Other duties as required
- Document repair and upgrade procedures
- To take responsibility for your own health and safety within your department.
- Contribute to organisational policy regarding quality standards and strategic planning.
- Log IT visits to the MAT primary schools.

As an employee you have legal duties which include:

1. Taking reasonable care for your own health and safety and that of others who may be affected by what you do or do not do.
2. Co-operating with your employer on health and safety,
3. Correctly using work items provided by your employer, including personal protective equipment, in accordance with training or instructions, and
4. Not interfering with or misusing anything provided for your health, safety and welfare.

Signed: _____ Staff Member Date: _____

Signed: _____ Head Teacher Date: _____

All schools within the Warriner Multi Academy Trust are committed to safeguarding and promoting the welfare of children and young people and requires all staff and volunteers to share and demonstrate this commitment. The successful candidate will have to meet the requirements of the person specification and will be subject to pre-employment checks including an enhanced DBS check and satisfactory references. Please be aware that, we may carry out an online search, on shortlisted candidates only, in line with Keeping Children Safe in Education in order identify any incidents or concerns which are publicly available online. The Warriner Multi Academy Trust is an equal opportunities employer. It is an offence to apply for certain roles within schools if you are barred from engaging in regulated activity relevant to children. This post is exempt from the Rehabilitation of Offenders Act (1974).