



DRAFT JOB DESCRIPTION

JOB TITLE:	Trust IT Assistant
GRADE:	Grade B
WORKING WEEKS/ HOURS:	52 weeks; 37 hours per week
TIMES WORKED:	8.00am–4.00pm Monday–Thursday, 8.00am–3.30pm Friday
BASE:	Wildern School

ORGANISATIONAL ARRANGEMENTS:

Job holder: To be appointed

Reports to: IT Support Manager

GENERAL STATEMENT

To represent Wildern Academy Trust in a positive manner and to treat all visitors with respect, courtesy, and consideration, to ensure that every effort is made to satisfy reasonable requirements and assist in the maintenance of an attractive welcoming campus.

To carry out duties correctly and promptly in a good working atmosphere and to assist in the creation of a safer environment by adhering to Health and Safety Regulations and agreed Codes of Practice for Wildern Academy Trust employees. Attendance at training courses may be required as part of professional updating.

The holder of this post will be required to work between the Trusts school sites, which are currently Wildern School, Boorley Park Primary and Deer Park Secondary. However, the daily base of operation is Wildern School. Flexibility with regards to working hours is required to support the Trust in some circumstances.

JOB PURPOSE

The holder of this post will work under the day to day direction of the IT Support Manager. Qualities of flexibility and a willingness to provide quick and efficient service are required. The position holder will work to ensure Trust IT hardware is functioning to the best of its ability and reduce equipment downtime where possible.

RESPONSIBILITIES/ACCOUNTABILITIES:

- Provide in class technical support for teachers and students
- Support teaching staff when required in the use of all Trust IT facilities.

- Advise and provide technical support for community groups/individuals using Trust IT facilities.
- Provide technical support across the Trust as and when required.
- Work alongside staff across the curriculum to build confidence in the use of PC, Apple and Chrome OS software.
- Work with the IT Support Manager to run training events for staff in the use of all digital media including software and hardware.
- Work with the IT Support Manager to provide GDPR, Data Protection and eSafety training / support as required.
- To set up equipment required by staff for teaching and presentations.
- To assist Media and Digital Technician with school productions as required.
- Monitor the effective use of the IT/media equipment across the Trust.
- Keep the IT Support Manager apprised of potential problems and issues of concern.
- Carry out first line repairs.
- Assist and support as required in maintaining and developing IT/Media equipment and software across the Trust.
- Order replacement parts as required.
- Unpack, test and install new IT/Media equipment.
- Check IT/Media equipment is functioning.
- Provide first line maintenance for defective IT/Media equipment.
- Arrange for external repair of defective ICT equipment.
- Liaise with the IT Support Manager regarding repairs and maintenance of equipment.
- Install new software on PCs and MACs
- Ensure IT Support spaces are kept clean and organised
- Make backups as required.
- Supply staff with copies of software as required, if licence agreement allows.
- Provide copies of Virus detecting software as required.
- Scan disks for viruses as required.
- Effect simple repairs to audio-visual equipment.
- Make suggestions as to future IT/Media equipment requirements.
- Liaise with the IT Support Manager to ensure needs in IT/Media are developed – including in house and external training.
- Attend such courses as are required to ensure the effective delivery of all statements in this document.
- Build and maintain a personal research routine to keep up to date on emerging technologies and IT trends.
- Ensure Health and Safety requirements are met.
- Attend meetings of consortium IT/Media technicians as required.
- Any other duties requested by the IT Support Manager which are commensurate with the grade of the post.

NOTES

- The School and site is open between the hours of 6.30am and 10.30pm and Support Staff may be asked to carry out their duties during these hours in order to meet the operational needs of the school. Those staff who may be asked to work outside these times will have a note to that effect in their job description.
- Hours of work/designated lunch times may be subject to change for operational reasons.
- All applications for leave of absence, claims for additional hours, changes to published hours of working, etc. should be agreed and processed via the Head of IT Support and Headteacher to enable records to be kept.

- Holidays can be taken during term time. Dates will be agreed in consultation with the Head of IT Support, HR Manager and Headteacher.
 - All Technical staff can be involved in external visits/training or consulting for other schools or organisations. The Headteacher will determine the amount and activity involved off site. These activities will be covered by the School's insurance as identified below.
 - Any school, WSICT business or institution, as identified by the Headteacher, is covered by the Schools' indemnity insurance. Stolen equipment being transported by staff cars etc. is covered by insurance unless it is left visible inside the car or you have been negligent with it. All equipment must be signed out prior to leaving school premises, this is a requirement for the School's insurance.
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FLEXIBILITY STATEMENT

The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

PERFORMANCE REVIEW (IPP)

All support staff undertake an annual Individual Performance Planning cycle (IPP) in line with school policy and practice. This post holder's IPP would be line managed and undertaken by the Head of IT Support.

Date Prepared:	3 rd May 2022
Prepared By:	Head of IT Support
Date Reviewed:	
Reviewed By:	