
Job Title:	IT Field Technician
Grade:	SO1 points 23-25
Location:	Success for all Educational Trust
Reports to:	Trust Strategic Network Manager

Job Purpose and Context:-

We are seeking a highly motivated and skilled IT Field Technician to join our dynamic Multi-Academy Trust. The ideal candidate will have a strong background in troubleshooting hardware and software issues, particularly within a Google Workspace and Windows network environment. You'll be based on-site, across various locations in and around Romford. This is a full-time role, in a fast-paced, dynamic setting, where your ability to use initiative and solve problems independently will be key.

Key Responsibilities:

- **On-Site Technical Support:** Provide timely and effective on-site support to staff and students across various schools and the Trust's central team based in Head Office.
- **Hardware and Software Troubleshooting:** Diagnose and resolve various hardware and software issues across a range of devices, including Chromebooks, Windows devices, interactive whiteboards, projectors, printers, and other smart technologies.
- **User Account Management:** Assist with user login and password issues, account creation, and access permissions.
- **Network Connectivity:** Troubleshoot network connectivity issues, ensuring staff and students have reliable access to the school networks, internet services, online resources and Google Workspace environment.
- **Audio-Visual Support:** Set up, maintain, and troubleshoot audio-visual equipment in large entertainment spaces such as halls and canteens, classrooms, meeting rooms, and other office spaces.
- **Asset Management:** Maintain accurate records of IT assets, including hardware and software licenses in line with Trust procedures and asset databases.
- **Investigation and Logging:** Take phone calls from end-users and log tickets into the Trust IT helpdesk system and assign them accordingly.
- **Documentation:** Update network documentation and databases and record any changes to school infrastructure, including network diagrams and other reporting tools, for shared IT team use.
- **Training and Support:** Provide basic end-user advice and best practices to support staff and students, promoting effective use of technology and resources online and in the learning environment.
- **Vendor Liaison:** Work with external vendors to resolve technical issues and coordinate repairs or installations, ensuring projects are completed on time and meet the standards set out during procurement phases.
- **Projects:** Work with Trust IT staff and vendors on IT projects and large jobs to ensure they are completed on time and to a high standard.

Qualifications and Skills:

- **Proven Experience:** Demonstrated experience as an IT Field Technician or similar role, preferably within an educational setting.
- **Technical Proficiency:** Strong understanding of hardware and software troubleshooting, particularly within a Google Workspace, Windows environment and Chromebook environment. Experience with interactive whiteboards and other smart technologies is a plus.
- **Problem-Solving:** Excellent problem-solving skills and the ability to use initiative to find solutions independently for some IT issues ranging in complexity.
- **Communication:** Excellent communication skills, both written and verbal, with the ability to explain technical concepts clearly to non-technical staff and students.
- **Customer Service:** A strong customer service orientation, with the ability to build positive relationships with staff and students.
- **Organisation:** Ability to prioritise tasks, manage time effectively, and work under pressure.
- **Driving:** A valid Full UK driver's license and access to a vehicle for travel between school settings is essential.

Desirable Qualifications:

- **Certifications:** Relevant IT certifications, such as CompTIA A+, Network+, or Google Workspace certifications are a plus.
- **Experience:** Experience with audio-visual equipment and troubleshooting.

Other Professional Responsibilities:

- To work in accordance with the values of the Trust, particularly with regard to promoting positive attitudes towards tolerance and respect for other people.
- To work in accordance with school policies and procedures as identified in the staff handbook and school policy folders.

Notes:

1. Success for all Educational Trust has a strong commitment to achieving equality of opportunity in its services to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their work and to undertake any appropriate training.
2. The post holder is expected to undertake any appropriate training, including recognised professional qualifications, considered necessary to fulfil the role.
3. The post holder is expected to demonstrate a flexible approach in the delivery of work. Consequently, the post holder may be required to perform work not specifically identified in the job description, but which is in line with the general level of responsibility of the post.
4. This job description will be subject to review with the post holder after one year and may then be reviewed from time to time.

Signed Date

Print name

Success for all Educational Trust is committed to safeguarding and promoting the welfare of children and young people. All adults who work within the Trust and at our schools must share this commitment to young people.
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**IT Field Technician
Benchmark Person Specification**

Skills and Abilities	Essential	Desirable	Assessed by
Ability to organise one's work, to prioritise tasks and keep to deadlines	✓		Application & interview
Ability to manage the work and outcomes of other people		✓	Application & interview
Ability to be flexible and respond effectively to the 'unexpected'	✓		Application & interview
Ability to communicate and interact effectively with adults, children and young people	✓		Application & interview
Ability to write effectively for a variety of different audiences	✓		Application and interview
The ability to maintain asset registers across the schools	✓		Application and interview
The ability to assess training needs in a rapidly changing environment	✓		Application and interview
The ability to assess disaster recovery policy and procedures and maintain continuity of a quality service	✓		Application and interview
Knowledge			
A detailed and in-depth understanding of IT-specific health, safety and security issues in schools	✓		Interview
Know-how to monitor the statutory IT-related responsibilities across the schools	✓		Application and interview
A detailed and in-depth understanding of the application of IT to teaching and learning	✓		Application and interview
An understanding of procurement monitoring in schools		✓	Application and interview

Qualifications and Experience			
Certification to support expert user status in IT networking and hardware/software		✓	Application
GCSE at level A-C in English and mathematics or equivalent		✓	Application
Between 3 and 5 years of experience in an IT support or technician function	✓		Application
Evidence of willingness and motivation to develop own skills and abilities through continuing professional development	✓		Application & interview
Hold a valid full UK driving licence and access to your own vehicle	✓		Application & interview
Experience in the provision of online resources		✓	Application & interview
Experience in Google Workspace domain management	✓		Application & interview