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| Post title: | ICT Systems Officer |
| Salary and grade: | £27,905 - £30,507 - Full-Time |
| FTE: | 37 hours (52 weeks per year) Permanent |
| Line manager/s: | Strategic ICT & Information Governance Lead |

Main purpose of the job:

You will be an integral part of the ICT Team working across the Multi Academy Trusts sites, providing day to day maintenance and support in the use of ICT facilities to teachers, support staff and students and in addition, manage and implement operational change within the Trusts ICT landscape as directed by the Information governance lead. As a Nexus Trust IT Systems Officer you will also be required to contribute to the continual service improvement of the ICT support service and provide guidance to members of the wider ICT Team.

The post holder will promote the highest standards of customer service ensuring the most effective use of resources are employed in supporting the Schools and Trust objectives.

Key duties and responsibilities

Responsible For

- This post has no line management responsibilities.
- There will be a requirement to contribute in the development of the Schools ICT Apprentice scheme held in our Trust Schools.
- There will be a requirement to contribute to the development and mentoring of IT technical engineers where required.

Core role holder objectives

- To promote the Trust values and ethos at all times, ensuring a safe and accountable ICT environment.
- To maintain ICT systems within the Trust ICT landscape as directed by the information governance Lead.
- To support and contribute to the Trusts IG standards and strategies
- To manage and implement operational change within the Trusts ICT landscape as directed by the Information governance lead.
- To support and maintain School ICT systems within assigned schools as set out by the Head Teacher.
- To report to, as required, the Board of Directors, CEO and Head Teachers on Trust activities, objectives and risk.

Safeguarding

Nexus Multi Academy Trust School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Service delivery objectives

The purpose of the job is to:

- Support the Information Governance and Strategic ICT Lead in the day to day operation of the IT networks and hardware.
- Support the development of IT Technical engineers across the trust sites demonstrating strong a team ethos.
- Work flexibly within a pre-determined schedule across Multi Academy Trust sites.
- Ensure E-Safety is promoted and developed at all times.
- Ensure ICT Policies are promoted in accordance with the Trusts information governance standards.
- Be responsible for installing, configuring and maintaining ICT hardware throughout the Multi Academy Trust sites when required.
- Be responsible for undertaking repairs of ICT equipment, including organising warranty repairs/removal, where appropriate.
- Be responsible for carrying out upgrades of both software and hardware, as directed by Line Manager, Head Teacher and Schools ICT Co-ordinator.
- Be responsible for the creation, maintenance and installation of images for workstations where required.
- Be responsible for the use and maintenance of cloud based solutions such as Meraki, Redstor, Office 365 and websites for example.
- Be responsible for the installation of printers and other peripheral equipment.
- Be responsible for setting up projectors, whiteboards, and other associated equipment for classrooms, assemblies and demonstrations where required.
- Support with maintaining an up to date inventory for hardware, software and other ICT related equipment. This includes software licensing details.
- Maintain Nexus Multi Academy Trust document systems for detailing project work carried out.
- Assist the Line Manager with routine maintenance and change control of the network systems for both the curriculum and administrative networks, ensuring data is secure and software is fully functional.
- Ensure network security is maintained and that data storage meets the requirements of the Data Protection Act and GDPR, and inform the Strategic ICT Lead of any risk to integrity and security of the data and systems.
- Be responsible for monitoring and maintenance of backup data on assigned sites.
- Ensure redundant ICT hardware is disposed of in accordance with the Trusts policies.
- Maintain and or contribute to workstation error and repair logs.
- Work with third party suppliers and support providers.
- Assist staff and students with accessing ICT equipment and software.
- To undertake any appropriate training that may be necessary in order to deliver responsibilities
- To undertake any other duties commensurate with the post as may be required by the Head Teacher, Trust Information Governance and Strategic ICT lead and CEO.

Additional duties

As appropriate, the post holder's duties must be carried out in compliance with the following:

- Equal Opportunities Policy and Strategy
- Information and data Security Policies,
- Health and Safety at Work Act (1974) (and subsequent health and safety legislation)
- Data Protection Act 2018/GDPR
- Understand and support the Information Records Management Toolkit for Schools
- Participate and or contribute to Staff and Student ICT training for CPD

Participate, support and comply with arrangements for responding to emergencies and or business interruptions.

These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post.

Person Specification

| | | Essential | Desirable |
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| Qualifications | Microsoft or equivalent qualification in relevant to post level | • | |
| Experience | Experience of working in an effective ICT Team | • | |
| | Experience in an educational environment. | • | |
| | Experience in working with and maintaining ICT networks including network switches and wireless technologies. | • | |
| | Experience of working with and maintaining, desktop and mobile technologies | • | |
| | Experience of working with Microsoft and Apple Operating systems, and in addition Android and Apple OS products. | • | |
| | Experience of working with Microsoft Server technologies | • | |
| | Experience in the installation, maintenance and upgrades of software and hardware. | • | |
| | Experience in mentoring IT Technical staff at all levels | • | |
| | Experience in Staff training and demonstrations | • | |
| | Experience of purchasing, project planning and project deployment | • | |
| Thinking Ability | An analytical thinker who can process complex information quickly and rigorously in order to recommend effective decision making | • | |
| | Can demonstrate sound judgement to undertake complex tasks in a systematic way | • | |
| | Thinks creatively and imaginatively to solve problems and identify opportunities | • | |

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| | Able to demonstrate having planned appropriately for future success | • | |
| Personal Effectiveness | High ethical standards and influencing skills with the ability to engage effectively with all staff across the school | • | |
| | Self-confident with the ability to transmit appropriate messages to appropriate audiences | • | |
| | Works reliably under pressure to produce timely, accurate information and is willing to do whatever necessary to bring about results | • | |
| | Able to be resilient and robust whilst showing compassion in dealing with issues and is calm under pressure | • | |
| Interpersonal Relationships | Demonstrates a variety of people skills | • | |
| | Ability to establish positive and productive working relationships with school leaders | • | |
| | Have the desire to work with, and aid Students educational developments. | • | |
| | Effectively engage and communicate with others | • | |
| | Shows concerns for impact – identifies the most important concerns and issues of others – modifies own behaviour to achieve the required outcomes | • | |
| | Goes out of the way to establish and maintain relationships at all levels to achieve educational and business objectives. | • | |
| | Able to remain approachable and professional at all times. | • | |
| General | Able to work flexibly, including responding to high level service issues out of core hours | • | |
| | Able to travel to various locations within a reasonable timescale to support the Trusts sites and growth | • | |
| | Demonstrate a firm commitment to the concept of Multi-Academy Trust and desire to see the Trust flourish and expand in a sustainable manner | • | |
| | Applicant must hold a valid UK Driving licence and have the ability to use own vehicle for work purposes | • | |
| | Applicants must undergo an Enhanced DBS check. | • | |
| | Demonstrate a firm commitment and apply knowledge of the principles of the Data Protection Act 2018/GDPR | • | |