

Post title	IT Engineer
Salary and grade:	NJC 19-23
FTE	37 hours (52 weeks per year) Permanent
Line manager/s:	IT Service Lead

Main purpose of the job:

You will be an integral part of the ICT Team working across the Multi Academy Trust's sites, providing day to day maintenance and support in the use of ICT facilities to teachers, support staff and students. 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.
- Where appropriate to contribute in the development of the Schools' ICT Apprentice scheme held in our Trust Schools.
- Where appropriate to contribute to the development and mentoring of other members of the ICT team and Trust staff.

Core 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 as directed by the IT Service Lead.
- To support and maintain ICT systems and hardware Trust wide.
- To report to, as required, the IT Service Lead the Head of Digital Technologies.

Safeguarding

Nexus Multi Academy Trust 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 IT Service Lead in the day to day operation of the IT networks and hardware.
- Support the development of other members of the wider ICT network across the trust sites demonstrating a strong team ethos.
- Work flexibly across Multi Academy Trust sites.
- Ensure E-Safety is promoted and developed at all times.
- Ensure ICT Policies are promoted in accordance with the Trust's information governance standards.
- Be responsible for installing, configuring and maintaining ICT hardware throughout the Multi Academy Trust sites when required.
- Undertake repairs of ICT equipment, including organising warranty repairs/removal, where appropriate.
- Carry out upgrades of both software and hardware.
- Create, maintain and install images for workstations where required.
- Be responsible for the use and maintenance of cloud-based solutions.
- Install printers and other peripheral equipment as required.
- 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, including software licensing details.
- Maintain Nexus Multi Academy Trust documentation.
- Be "Cyber Aware" ensuring system, network and data security is compliant.
- Be responsible for monitoring and maintenance of backup data on assigned sites.
- Ensure redundant ICT hardware is disposed of in accordance with the Trust's policies.
- Work with third party suppliers and support providers.
- Assist staff and students with accessing ICT equipment and software.
- Undertake any appropriate training that may be necessary in order to deliver responsibilities.

Additional duties

The post holder's duties must be carried out in compliance with all relevant information & data; health & safety; finance legislation and undertake training as appropriate to ensure knowledge, understanding and practice is up-to-date.

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
Qualifications & Experience	Microsoft Certifications, CompTia A+ or similar IT\Computing qualifications or experience relevant to the post	•	
	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 along with Android and Apple OS products.		•
	Experience of working with Microsoft Server technologies	•	
	Experience in the installation, maintenance and upgrades of software and hardware including phone systems.		•
	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	•	
	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	•	
	Demonstrate a firm commitment and apply knowledge of the principles of the Data Protection Act 2018/GDPR	•	