



Mossbourne
Federation

IT Technician – Job Description

SEPTEMBER 2024

Date last reviewed on:	25/09/2024
Date to be revised on:	



IT Technician

Position	IT Technician – Thurrock Hub
Salary	Support Staff Scale Spine Point 12 - 19 £25,554 - £30,753
Hours	37.5 hours per week
Contract type	Permanent
Responsible to	IT Network Manager
Responsible for	No line management responsibility
Location	Required to work at each site
Key Professional Relationships	Federation and Academy leaders, ICT team, Central Services, staff, students

Job Summary and Purpose

The Mossbourne Thurrock Hub ICT Team, within the Federation's Central Services Directorate, is a key team supporting the three academies in Thurrock. The ICT team is responsible for ensuring the smooth running of all IT systems to enable teaching and learning across the Thurrock Hub of the Mossbourne Federation. The academies networks consist of several Dell servers running a Windows Server environment. Each academy has their own local services, with more being added as the academies grow.

The Mossbourne Thurrock Hub ICT Team support more than 2,900 users, ensuring students (from early years to sixth form) are provided with first class ICT support, systems, and tools to facilitate learning and raise attainment and enable staff to undertake their job roles effectively.

The Federation is seeking an experienced ICT Technician (preferably with experience in a school environment) able to provide first class technical support for hardware, software, basic network management/administration, telephone systems, documentation, helpdesk, and consumables.

Main Duties & Responsibilities

The post holders' key responsibilities are, but not limited to:

- Working autonomously on helpdesk calls, tracking, and resolving basic problems with systems, network hardware and software, monitoring progress through to resolution and always ensuring effective communication with users via the helpdesk portal.
- Supporting the Director of ICT in maintaining the Federation's host servers and domain, ensuring the servers are updated and remain secure, and working at optimum efficiency to minimise loss of services.
- Undertaking basic network management & administration, e.g., user accounts, information sharing, data security, back-up systems, telephony, etc. with minimum disruption to students and staff.
- Installing and configuring network hardware, including PCs, laptops, iPads, telephones, mobiles, routers, smartboards, interactive flat panels, firewalls, switches, etc., ensuring robust testing of equipment before use in the live environment. Ensuring users are trained on the safe use of the equipment.
- Ensuring that consumable items (printer cartridges, toners, etc.) are stocked and Federation equipment is maintained to a high standard.
- Installing and updating network software packages, operating systems, and applications as appropriate, to ensure the safety and security of information in line with the Federation's policies and governance arrangements.
- Administration such as account & group creation both in Office 365 and Active Directory.
- Basic troubleshooting of servers of hardware & software and escalating where necessary.
- Operating within the Federation's IT Service Desk and ticketing system.



IT Technician

- Basic administration of Wi-Fi systems, Anti-virus, MDM solution, centrally managed print solution, classroom management software and escalating where necessary.
- Taking part in the setting up of audio-visual equipment for events across the Federation.
- Supporting cashless catering, biometric and access control systems.
- Assisting with the maintenance of the hardware asset management system in line with the Federation's financial regulations and audit requirements.
- Setting up new starters or transfers to other federation academies with their network accounts, ICT hardware, access to relevant software and network folders, telephone accounts, etc. as appropriate.
- Supporting the management of leavers, ensuring IT and telephone accounts are closed and equipment is returned to the Federation.
- Ensuring the safe storage of the Federation's data and information systems, restoring data back to the network servers, for both students and staff.
- Supporting the development and maintenance of back-end systems documentation and user reference guides.
- Ensuring users are kept informed of planned service outages relating to systems they use.
- Meeting the internal service level agreement targets for IT support.
- Setting up the ICT requirements for events and high-profile meetings as directed.
- Liaison with external suppliers to resolve ICT related issues, ensuring the Director of Federation ICT is kept informed of progress.
- Carrying out best value exercises when procuring goods & services in line with the Federation's financial regulations.
- Having the flexibility to be available for occasional evening or weekend work when essential work is required.
- Undertaking any other duties commensurate with role, responsibilities & pay-grade of the post as reasonably required.
- Employing safe working practices, to ensure compliance with relevant H & S regulations.



IT Technician

Person Specification				
E Essential Or D Desirable	Requirements	Assessment Criteria		
		Interview	Application Form	Task
Experience				
E	Experience of delivering IT support within a school setting	X	X	
E	Hands on experience with Office 2019, 365, Windows 7/8/10 OS installation, maintenance & troubleshooting	X	X	
E	Experience of working in a pressurized environment	X	X	
E	Customer care focus, liaising with users via the helpdesk portal	X	X	
E	Experience of installing and configuring computer hardware, telephones, printers, scanners, and software	X	X	
E	Experience of working in and supporting a VMware virtual environment including VDIs	X	X	
Skills and Ability				
E	Excellent problem solving and analytical skills	X	X	X
E	Strong written and verbal communication skills, with the ability to translate technical jargon into plain language	X	X	
E	Ability to organise and prioritise tasks effectively	X	X	
E	Ability to work autonomously using your own initiative with minimal supervision		X	
E	Ability to work to tight deadlines and meet agreed targets	X	X	
E	Strong interpersonal skills, and the ability to foster good working relationships with all stakeholders	X	X	
E	Ability to take on and lead new projects within the Federation and follow through from inception to implementation	X	X	
IT knowledge				
E	Knowledge of windows server 2012 & 2016 and the Exchange e-mail system	X	X	
E	Knowledge of windows networking TCP / IP	X	X	X
D	Knowledge of Apple hardware and systems	X	X	
D	Knowledge of virtualization concepts (VMWare) & VDI Tech	X	X	
E	Knowledge of software deployment and installation with SCCM	X	X	X
Applicable to all staff				
E	Undertake training as required to fulfil the requirements of the role	X	X	X
E	Support Mossbourne's efforts both verbally and non-verbally (i.e., Via actions and attitude), including adjusting performance and practice in accordance with Mossbourne's initiatives and findings	X	X	X
E	Recognise your role as part of the succession of Mossbourne	X	X	X
E	Play an active role in terms of Safeguarding all students and adults	X	X	X