



**North East  
Learning Trust**

**ICT Support Technician**  
Applicant information pack

# ICT Support Technician

**Biddick Academy**

**Required as soon as possible**

**Grade 3, SCP7 – SCP11**

**£24,294 - £25,979 FTE (Pay Award Pending)**

**Permanent, 37 hours per week**

Working for North East Learning Trust means joining one of the most successful and ambitious education trusts in the country and one of the largest school networks in the region. Our vision is simple and shared by all staff – that every child experience excellence every day – you will play an important role in supporting front line staff to deliver outstanding outcomes for children. As we continue to expand, this is a great opportunity for you to grow and develop.

We are looking to appoint a self-motivated and enthusiastic ICT Support Technician to assist the ICT Manager in providing a range of services to our school including the care and maintenance of computing, audio visual, printing and telephony equipment. This post is based at Biddick Academy in Washington, and you may at times be required to travel to other schools in the local area.

## **The successful candidate will:**

- Have experience of working in an IT support role
- Have a good understanding of Windows based environments
- Be confident in all aspects of client-side operating systems and network drives and printers
- Support the multi discipline of differing systems and technology
- Be an excellent communicator
- Have excellent organisational and time management skills
- Understand the importance of accuracy and good record keeping
- Have a flexible approach and be a team player

## **We can offer:**

- Excellent working environment and ethos
- National Terms and Conditions of Employment (NJC Green Book)
- Access to the Local Government Pension Scheme
- Generous 32 days holiday entitlement, plus 8 days public holidays
- One paid Wellbeing Day per year
- Free on-site car parking
- Lifestyle savings and range of discounts from top retail brands
- Discounted gym membership
- Employee Assistance Programme offering free confidential advice and counselling services for staff and their family members

**Closing Date:**

Wednesday 17 July 2024 at 9.00am

Interviews will be held on Monday 22 July 2024.

**How to apply:**

Application packs can be downloaded from our website.

Application forms should be returned by email to [recruitment@biddickacademy.com](mailto:recruitment@biddickacademy.com) or by post to Biddick Academy, Biddick Lane, Washington, Tyne and Wear, NE38 8AL.

For an informal discussion or further information, please email Daniel Robson, Deputy IT Director at [daniel.robson@nelt.co.uk](mailto:daniel.robson@nelt.co.uk)

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and we expect all staff to share this commitment. All posts will be subject to receipt of satisfactory enhanced DBS disclosure, medical and reference checks. All pre-employment checks are in line with "Keeping Children Safe in Education" and the Trust's Safeguarding Policy which is available on our website.

# Job description

**Post title:** ICT Support Technician  
**Responsible to:** ICT Manager  
**Salary Band:** Grade 3, SCP7 – SCP11

## Job Purpose:

To provide technical support, advice and guidance to users; assisting in providing a wide range of services relating to the care and maintenance of computing, audio visual, printing and telephony equipment whilst supporting other staff as required.

The role is predominantly local 1<sup>st</sup> and 2<sup>nd</sup> line support, assisting senior technical staff as required.

## Duties and Responsibilities:

- Basic end user orientation, desktop and application use as well as cloud services as required
- Respond to queries and requests for assistance, logging and updating those queries to reflect the ongoing status using the helpdesk ticket system
- Support end users and their associated accounts/data
- Provide general support for end user devices & printers
- Maintain print devices and queues, escalating maintenance issues with supplier
- Update group policy as required using change control
- Monitor devices to ensure AntiVirus/Updates/Firewall etc. health
- Monitor WebFilter/Firewall effectiveness and general health by routine testing
- Monitor UPS system and perform battery checks
- Ensure wireless connectivity is working as designed by performing regular connectivity and throughput testing
- Update asset system as appropriate to track old/new equipment, moves/allocations etc.
- Test and triage AV solutions ranging from a single projector/IWB to multi display/multi source systems
- Test and maintain end user devices and facilitate any required relocations or end of life processes
- Contribute towards and assist with ongoing school-based projects

## General Accountabilities:

- Be an ambassador for the IT service and adopt a can-do approach to support schools.
- Work in compliance with the Codes of Conduct, regulations and policies of the Trust, and its commitments to equal opportunities

- Ensure that output and quality of work is of a high standard and complies with current legislation/standards

**The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.**

### **Health and Safety:**

It is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work. This includes co-operating with the Trust and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards. Specifically:

- To report any incidents/accidents and near misses to your line manager
- To ensure own safety and safety of all others who may be affected by the Trust's business

### **Safeguarding:**

The Trust has a Child Safeguarding policy and procedure in place and is committed to safeguarding and promoting the welfare of all its students, each student's welfare is of paramount importance to us and you are expected to share this commitment. All staff will fully comply with the Trust's policies and procedures, attend appropriate training, inform the Designated Person of any concerns, record any potential safeguarding incidents appropriately.

## Person specification

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	Essential	Desirable
Education/training	<ul style="list-style-type: none"> <li>• 5 GCSE's or equivalent</li> <li>• Commitment to continuous professional development</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ Level 3/4 Qualification in ICT or equivalent</li> <li>• Applicable vendor certification i.e. CCNA, MCSA, CompTia+</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience working in an IT support role</li> <li>• Providing advice and guidance to users in their use of ICT</li> <li>• Understanding of Windows based environments</li> <li>• Confident with all aspects of client-side operating systems, network drives/printers</li> </ul>	<ul style="list-style-type: none"> <li>• ICT support within education, including:</li> <li>• ESS SIMS</li> <li>• Microsoft Windows 8/10/11</li> <li>• Windows server 2012 - 2022</li> </ul>
Aptitude and skills	<ul style="list-style-type: none"> <li>• Excellent communication skills (written and verbal) with the ability to use non-technical language</li> <li>• Excellent customer care skills</li> <li>• Troubleshooting problems at various levels</li> <li>• Ownership of tasks through to root cause</li> <li>• Excellent organisational skills with the ability to plan and organise time effectively, to manage and meet tight deadlines</li> </ul>	

Personal qualities	<ul style="list-style-type: none"> <li>• Self-motivated and enthusiastic</li> <li>• To work within a team as well as work on own initiative</li> <li>• Ability to work flexibly and outside Trust hours if the need arises</li> <li>• Commitment to the highest standards of child protection &amp; understanding of safeguarding responsibilities</li> <li>• Commitment to equal opportunities</li> <li>• Ability to independently travel to schools within the Trust as required</li> </ul>	
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### References:

References will be requested prior to interview, except for non-teaching roles where there are exceptional circumstances, and the applicant does not give consent to do so on the application form.

### DBS:

North East Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

An application for a DBS certificate will be submitted for all candidates once they have been offered the position. For posts in regulated activity, the DBS check will include a barred list check. During the recruitment process, any offences, or other matters relevant to the position will be considered on a case-by-case basis.

Any offer of employment will be subject to receipt of a satisfactory DBS Enhanced Disclosure.

### Pre-occupational health:

Pre-occupational health check is an essential part of the selection and recruitment process to assess if any reasonable adjustments are required.

### Equal opportunities:

We are an equal opportunity employer. We want to develop a more diverse workforce and we positively welcome applicants from all sections of the community.

Applicants with disabilities will be granted an interview if the essential job criteria are met.