Job Description

POST: Cluster Technician

RESPONSIBLE TO: Cluster Manager

SALARY: Available on request

LOCATION: Cluster Based

WORKING PATTERN: Full time, 37 hours per week, 52 weeks per year

DISCLOSURE LEVEL: Enhanced

JOB PURPOSE:

- Ensure the smooth running of ICT systems to facilitate Teaching, Learning, Administration and Leadership.

- To allow the effective use of ICT by Teaching Staff, Admin Staff, Leadership and Students and to improve both their understanding of ICT and their experience of its use.
- To provide desk side and classroom based technical support
- To support pupils and staff in the appropriate use of ICT, through advice or training.

- To be proactive when managing own workload, troubleshooting issues and taking a proactive and preventative approach to work.

- Provide excellent customer service to all staff and students and build effective relationships with the Academy

- Support the wider IT team in delivering strategic and operational IT goals.

- Regular travel between sites within cluster to provide support function. This role will be expected to work at multiple sites.

SPECIFIC RESPONSIBILITIES:

A. Desktop & Application Support

- Connect, set up and check PCs and peripherals for normal operation.

- Support and management of Windows 10 operating system and associated software and applications.

- Maintain, upgrade and repair a wide range of PCs and peripherals; install complete applications.

- Detect, diagnose and resolve PC, peripheral and application errors.

B. Server & Network Support

- Install software and CDs on servers/desktops in accordance with the necessary change control procedures.

- Maintain hardware and software on the servers; set disk space and printer quotas; create network shares and manage access rights; monitor system logs.

- Manage anti virus software updates/patches to ensure that the network is up to date and secure.

C. Health & Safety

- Carry out basic safety checks to make sure ICT resources are safe for use.
- Follow relevant H&S procedures and raise awareness among staff, pupils and other users.

D. Configuration & Installation

- Install new hardware, Repair current hardware and reload software on desktops/laptops following release management procedures.
- Always ensure that all new deployments, repairs and fixes are fully tested.
- Update records of installed hardware and software on the appropriate systems.

E. Continuity, Maintenance & Security

- Follow academy backup, virus protection and security procedures.
- Note risks to ICT systems and suggest precautions; follow extended maintenance procedures.
- Management of hardware based encryption technology for staff devices.

F. Service Request Management

- Make sure all requests for ICT Support, new projects/purchases or major changes are recorded on the Oasis Call Management System.
- Investigate requests for support; record diagnostic information, retrieve details of similar requests and either resolve or escalate to the appropriate level.
- Respond to support requests per academy procedures, recording detailed diagnostic information and using appropriate knowledgebase/logs to inform diagnosis and resolution.
- Determine whether an immediate solution is both required and possible; ensure steps are taken to find a permanent solution if not immediately possible.
- Ensure that service requests are responded or fixed or escalated per the targets outlined in the Oasis Service Level Agreement.

G. Internal Support Arrangements & External Contracts

- Liaise with the central service desk team, the cluster manager and external providers/manufacturers to facilitate in the resolution of service requests.
- Ensure that technical escalations are carried out promptly and followed up.

H. Safeguarding children and young people

- Oasis is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check
- Ensure that safeguarding software is up to date, running and student accounts are correctly configured for their use.

I. Documentation

- Ensure that all appropriate documentation is kept up to date and stored appropriately
- Ensure that asset registers remain up to date and are checked regularly. Ensuring that all items are up to date, recorded correctly and disposed of items are marked appropriately.

J. Other

- Supporting the regional team in delivering internal training for staff and students where appropriate.
- Supporting the regional team in the delivery of strategic objectives and completion of operational tasks as set nationally and regionally.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

Cluster Technician
Person Specification

Our Purpose
Oasis Academies exists to provide a rich and balanced educational environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

Oasis Community Learning Ethos
Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. Our work is motivated and inspired by the life, message and example of Christ, which shapes and guides every aspect of each of our schools. This is foundational to our belief that all people are created and loved by God as equal and unique beings, and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of each Academy community.

For further information, please refer to the Education Charter document which accompanies this job description.

	Essential	**Desirable**
Qualifications		• MCDST qualification (or working towards)
Experience, Skills & Knowledge	• An IT technical background. • Evidence of being a good communicator • Enthusiastic approach to Customer Service • Good technical skills • Strong Audio Visual skills • Strongly task-driven/multi-tasking • Pro-active learner • Good oral and written communication skills. • Self-motivated. • Sound problem analysis and problem-solving skills.	• Experience of IT service within an Educational environment. • Experience of working with Audio Visual Equipment. • Ability to identify and set key priorities.

Personal Qualities	- Team player prepared to work to achieve results. - Enthusiastic approach to customer service. - Highly energetic. - Tactically driven. - Willing to work evenings and travel regularly. - Commitment to safeguarding and promoting the welfare of children and young people - Willingness to undergo appropriate checks, including enhanced CRB checks - Motivation to work with children and young people - Ability to form and maintain appropriate relationships and personal boundaries with children and young people - Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline - Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis Community Learning ethos.	