

JD30a

ICT Digital Support Technician

Pay Grade: Grade 4, currently £23,500-£23,893 plus Crawley Allowance
Accountable to: ICT Network and Resources Manager
Hours: 37 hours per week

Purpose of the role

The use of digital technologies in schools is ever-increasing and as such there is a growing demand for people who can support and implement these digital operations. The broad purpose of a Digital Support Technician is to maximise within the school the effective use of digital office technologies, productivity software and digital communications, including collaborative technologies, and digital information systems to achieve objectives.

This role is offered by Ifield Community College. You will be based in the workplace (Ifield Community College 'hereby ICC') and due to potential reform of workloads because of ICC joining the academy chain, 'The Collegiate Trust' (hereby known as TCT) there may be associated travel and support to some local Crawley Primary Schools and some Croydon Schools.

Please note this role is subject to an enhanced DBS check and barring check.

Details

Supported by your line manager, as a Digital Support Technician, based on the needs of the school you will follow the two Digital Applications Technician pathways.

- 1) **A Digital Applications Technician** helps their organisation and its internal users to maximise the use of digital technologies and adapt to and exploit changes in technology to meet organisation objectives whilst maximising productivity, ensuring effective use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems to achieve objectives.
- 2) **A Digital Service Technician** supports the external customers and clients of their organisation through a wide variety of digital channels, to help them access and receive services, to coach and support them in their use of the digital systems; to support them to complete and submit information remotely and to diagnose and resolve their problems in relation to their access to and use of the digital technologies.

All Digital Support Technicians have the following core duties.

- Apply relevant digital technologies effectively to achieve objectives.
- Monitor and operate complex digital information and intelligence systems.
- Respond to user enquiries.
- Maintain data, digital resources, and data systems.
- Communicate effectively through digital channels.
- Learn through digital resources.
- Work as a member of a team.
- Maintain an awareness of current, emerging and fringe digital technologies.

Digital Applications Technicians also

- Devise technology-based productivity solutions and implement these in the organisation.

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- Work as digital champions - training and supporting colleagues to make the best use of technology-based productivity tools.
- Diagnose digital problems and provide internal end-user application support.
- Assist with digital operations and digital change projects.
- Support digital transformation projects.

Digital Service Technicians also

- Help customers and clients register for and access information, products, and services through online and digital channels as part of a sales or customer service process.
- Support and coach external users in their use of these digital technologies.
- Diagnose and resolve external users' digital problems with accessing and using the digital technologies and advising on related hardware and software problems.
- Utilise software packages and tools such as collaborative technologies, to interface effectively with external end-users.
- Use a variety of digital channels to maximise effective external user support and to resolve external end-user problems.
- Use and maintain information systems such as Customer Relationship Management tools to manage service delivery, improve user experience and increase organisational productivity.

An Example of some standard duties would be.

- Installing and testing equipment
- Dismantling and Re-Assembling PC's, printers and other IT kit for fault finding.
- Understanding Server/Domain structure.
- Understanding network components including switches and patch cupboards and basics of managing devices.
- Imaging PC's, Software output on large network.
- Active directory Management of users incorporating RSAT, Ruler, Office 365, group policy management, licencing, and Microsoft tools.
- Working with and understanding Wireless networks.
- Overview of Office 365 e-mail systems and managing users.
- Understanding of School archive and backup systems and recovery practices for users.
- Understanding and work with schools MIS system and how this works in the classroom.
- Work with and understand Audio and visual aids in the classroom.
- Work with and understand school internet filter systems and understanding that student protection is paramount.

Entry Requirements:

We are looking for someone with a clear interest/passion for IT, a hardworking, personable individual who is mature in their approach to their work. Preferably, a level 3 qualification in IT will have been successfully achieved.

English and Maths GCSE at grade 4 (or grade C) and above are required, or equivalent.

An interview will be carried out in the workplace to assess suitability of job role, skills, and experience. You will have the following personal specifications:

- Demonstrates good communication and interpersonal skills to provide clear and concise technical information and support for students and staff.
- Shows an ability to resolve problems in relation to materials and equipment and practical activities.
- Can demonstrate ability to take responsibility for specific work tasks, including maintaining and updating records.
- Can demonstrate ability to use own initiative to put forward suggestions and make decisions when requested.
- Works well as part of a team valuing others' differing perspectives.
- Continually seeks opportunities to improve tasks that are within their area of control.
- Models and reinforces excellent behaviours.

A supportive induction programme is provided for all new staff. Ifield Community College is committed to safeguarding and promoting the welfare and safety of children and young people and expects all staff to share this commitment. The successful applicant must have, or be willing to obtain an enhanced DBS disclosure, and satisfactory references. The College is an equal opportunities employer.