



*Creative  
Education  
Trust*

## **CET ICT Support Technician**

### **Job Description**

**Responsible to:** Group ICT Lead  
**Location:** Northampton with regular visits to CET primary academies and occasional visits to Head Office & secondary academies  
**Salary:** £21k - £24k  
**Contact Type:** Full time, permanent

### **Job Purpose**

The post holder will be part of the Trust's central ICT Team based in Northampton and will provide 1<sup>st</sup> and 2<sup>nd</sup> line ICT support for CET Primary Schools and Head Office staff. The post holder will also support Trust wide ICT projects including network migration projects for academies joining the CET infrastructure and the continued expansion of the Trust's Office 365 platform.

### **Key Responsibilities**

- Provide 1<sup>st</sup> and 2<sup>nd</sup> line ICT support for CET Primary Schools both remotely and on-site (biweekly visits to three primary schools in Northampton, Tamworth and Stoke on Trent)
- Provide remote 1<sup>st</sup> and 2<sup>nd</sup> line ICT support for Head Office staff based in London with occasional onsite visits as needed
- Provide occasional onsite support at CET Secondary Schools to support major projects such as network migrations
- Effective use of the ICT Helpdesk to assist end users, prioritise and manage workload, and record activity
- Escalate any support requests to the appropriate team as necessary and work with senior team members, 3<sup>rd</sup> party support providers, and other stakeholders to resolution
- Update documentation on existing systems or create new documentation as changes are made
- Image, deploy and maintain PCs, Chromebooks, Apple iPads, Apple Macs and other end user devices
- Maintain computer peripheral equipment such as scanners, printers, whiteboards, projectors, visualisers and ensure that this hardware is tested and ready for use when required
- To administer user login accounts, distribution and security groups, ensuring that staff and students have access to the data and resources they need
- Identify, resolve and/or document workarounds for desktop related problems
- To work with senior team members to support infrastructure elements such as physical & virtual servers and networking devices, thus



ensuring the availability and security of the network, data and applications

- Provide high-quality technical support and advice to staff
- Test and install new software, ensuring licensing compliance
- Ensure inventories for ICT hardware and software are maintained
- Create and update user guides for hardware and software
- Investigate, and recommend IT products, obtaining value for money, suitability and quality
- Contribute to investigation, design, development and implementation of new IT systems under the direction of senior team members
- To take an active role in the on-going development and support of the Trust's Office 365 tools such as SharePoint, OneDrive and Microsoft Teams for Education
- Be aware of and comply with policies and procedures relating to safeguarding, child protection, health and safety, security, confidentiality and data protection, reporting all concerns to the appropriate person
- Undertake any duties, consistent with this position, which might, from time-to-time, be assigned by the Group ICT Lead, Group Finance Director or the Chief Executive

### **Person Specification**

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• GCSE A-C English &amp; Maths</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant Microsoft or similar qualifications to support the technical skills and knowledge required for the role</li> <li>• Knowledge of the ITIL framework or FITS, supported by an ITIL V2 Foundation or FITS Practitioner qualification</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Minimum of two years' experience in a similar IT Support role</li> <li>• Working experience in a busy, user focused environment</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of providing ICT Support within schools</li> </ul>
Knowledge and Technical Skills	<ul style="list-style-type: none"> <li>• Experience supporting Microsoft Windows 7-10, Office 2013-2016 in an educational or corporate environment</li> <li>• Administering AD login accounts, Group Policy management, Distribution and Security Group membership, within a Windows Server Active Directory</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Office 365 Apps (Email, SharePoint/OneDrive, Teams, Forms, OneNote) and Office 365 administration</li> <li>• Working experience of non-windows devices such as Chromebooks, Apple iPads &amp; Macs</li> <li>• Mobile Device Management (MDM)</li> <li>• Practical experience of audio/visual equipment such</li> </ul>



	<ul style="list-style-type: none"> <li>• Working knowledge of computer hardware and peripheral devices</li> <li>• An understanding of basic networking and how to troubleshoot network issues</li> <li>• An understanding of basic IT security - Anti-Virus, Backups, Encryption</li> <li>• Ability to troubleshoot issues by investigating logs and researching on the internet</li> </ul>	<p>as Projectors, Interactive Whiteboard, Touchscreen TVs, Visualisers</p> <ul style="list-style-type: none"> <li>• Practical experience of Interactive Whiteboard/Touchscreen TV software such as ClassFlow, Promethean ActivInspire, SMART Notebook</li> <li>• Knowledge and experience of administering Web Filtering systems such as Smoothwall</li> <li>• Knowledge and experience of supporting SIMS</li> <li>• Knowledge of server operating systems - Windows Server 2012 R2</li> <li>• Knowledge of SCCM – Windows &amp; Application Deployment, Anti-Virus Management</li> <li>• Knowledge of virtual server environments – specifically VMware and Hyper-V</li> <li>• Knowledge and experience of managing network switches such as configuring VLANs</li> <li>• Knowledge and experience of supporting VoIP Telephone services</li> </ul>
<p>Personal Attributes and Skills</p>	<ul style="list-style-type: none"> <li>• High professional and personal standards in both work and conduct</li> <li>• Confident in dealing with all levels of stakeholders</li> <li>• Strong personal drive and willingness to get things done</li> <li>• Good time management</li> <li>• Openness to learning and change</li> <li>• Effective written and oral communication skills</li> <li>• Good interpersonal skills, including the ability to work as a team member, but also having self-motivation when working independently</li> <li>• Ability to convey technical problems to non-technical staff</li> </ul>	
<p>Other requirements</p>	<ul style="list-style-type: none"> <li>• Full UK driving license</li> </ul>	



	<ul style="list-style-type: none"><li>• Have access to a car for work purposes and be able to travel to other sites</li><li>• Work flexibility and after office hours</li></ul>	
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The Creative Education Trust is committed to safeguarding and promoting the welfare of our children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be required to undertake relevant safeguarding checks in line with Government safer recruitment guidelines.