

## Job Description

### Post: Roaming IT Technician

#### Purpose

To challenge educational and social disadvantage in the North.

#### Duties and Responsibilities

- Live the mission, values and drivers every day.
- Support business services to ensure service targets are being met and all processes are followed.
- Support the business services team to instil processes, quality of service and industry best practices throughout your service area.
- Ensure all requests are logged and managed to completion on the service management tool in line with agreed SLAs.
- Continually review processes in mapping tool and ensure they are fit for purpose, improved upon where needed and adhered to.
- Support IT hardware on site, including basic repairs, wireless and wired network troubleshooting, reimaging and initial software triage across all academies within our trust.
- Identify, track, and highlight trends / incidents / delivery gaps within the service; participate in remediation activities and escalate where necessary to drive positive outcomes.
- Rapid on-site response to incidents that are affecting teaching and learning in the classroom.
- Log / update or remove asset register information relating to IT equipment when it is moved / deployed or disposed of across our trust.
- Active involvement in yearly refresh projects for on-site devices and other refresh initiatives.
- Aid in the testing and installation of new 3rd party software or services.
- Instigate hardware swap outs within the timescales set out by the availability SLA to maintain service availability on failed devices.
- Manage workload and relationships over several academies.
- Maintain and complete checklists for daily / weekly / monthly tasks as set out by the IT team leader.
- Adopt a continual improvement approach and challenge others to uphold the same standards.
- Ensure the appropriate skills are upheld in the support team.
- Maintain and produce up-to-date documentation for configurations, services and systems to support service delivery and troubleshooting efforts.
- Record major incidents, remedial activity and future actions.
- Work flexibly across a number of academies as required to enable effective service delivery.
- Engage fully in our trust's professional growth process to fulfil personal potential and be able to participate effectively in the implementation of our trust's strategic big moves.
- Attend meetings / training and carry out administrative tasks and duties as specified on our trust and academy calendars.
- Consistently implement all trust policies and contribute to decision-making and consultation procedures.
- Report any safeguarding concerns immediately to a designated safeguarding lead.
- Carry out any other reasonable duties as requested by the line manager.

***This job description is not necessarily a comprehensive definition of the post. It will be reviewed annually.***