



IT Site Lead - JOB DESCRIPTION

Reporting To: SLT IT Link and Director of IT	Pay scale: TEAL Associate Staff Pay Scale, Point 11
<p>Job Purpose:</p> <p>The purpose of this post is to provide a lead role for the provision of IT Support at a first- and second-line level, to take ownership and responsibility for the IT provision across the site, to also manage the on-site support team to ensure the smooth running of teaching and learning.</p>	
Key Responsibilities: Specific	
<ul style="list-style-type: none"> • E-Safety support for site • To assist in the support for the day to day running of the network and IT systems, alongside the central IT support team • Identify problematic areas and implement strategic solutions in time. • Working alongside the central IT team to accomplish the strategic targets of the school and trust. • Allocate and monitor the workload of the IT team • Ensuring all IT support requests are correctly assigned and categorised within the help-desk system • Dealing with IT related enquiries by email, phone and in person • Performing user account maintenance in Active Directory and Office 365 • Replacing and tracking consumable stock • Lead on presentations to parents and staff related to IT systems • Manage the IT budget in line with school policies and guidelines • Ensure IT assets are recorded and audited • Issuing bookable resources and equipment • Repairing and replacing faulty IT equipment • Supporting staff and students in their use of ICT onsite and off • School events support and setup, including evening and weekends. • Dealing with parent requests for access to various parental applications, password resets or troubleshooting access issues. • Liaising with third party companies such as recycling companies and support contractors. • Providing 1st/2nd line support before escalation to the central team 	
Key Responsibilities: General	
<p>The post holder will be required to act on their own initiative or on the authority delegated from their line manager or a member of the school/TEAL SLT.</p> <p>The post holder will be expected to work within TEAL and the school's policies and procedures and uphold the organisation's values and vision.</p> <p>The job description is not intended to be a complete list of duties and responsibilities but details the major requirements of the post. It may be amended at a future time, to take account of the developing needs of TEAL. The post holder will undertake any other duties appropriate to the remit.</p> <p>TEAL is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment.</p> <p>The Health and Safety at Work etc. Act, 1974 and other associated legislation places responsibility for Health and Safety on all employees, therefore it is expected that everyone takes reasonable care for their own health and safety and the health and safety of others.</p> <p>The above duties may involve having access to information of a confidential nature, which may be covered by General Data Protection Regulations (GDPR) 2018, and by Part 1 of Schedule 12A to the Local Government Act, 1972. Confidentiality must always be maintained and employees must work with and process personal and sensitive information in accordance with Data Protection Act 2018 including the GDPR. Employees must protect the safety and security of information (e.g. using strong passwords, reporting breaches, and ensuring information is stored and disposed of securely).</p>	
The key competencies and behaviours commensurate with this post are identified overleaf.	



Ethical Behaviours Charter

Competency	We do this by
Trust	<ul style="list-style-type: none"> • Being reliable, consistent, credible, honest, humble, courageous and kind. • Managing emotions and helping others to do the same. • Keeping promises and doing what we say we will • Having genuine compassion for others
Wisdom	<ul style="list-style-type: none"> • Developing knowledge and expertise, then sharing that knowledge • Learning from mistakes and failures and admitting when we are wrong • Seeing systems and processes as ways to fulfil our purpose, removing or changing them if they fail in that.
Kindness	<ul style="list-style-type: none"> • Being patient, respectful, generous and forgiving. • Acting with compassion and care, listening and seeing the person behind the role • Focusing on relational practice; building trust and rapport with others by empowering and elevating them.
Justice	<ul style="list-style-type: none"> • Doing what is right, rather than what is popular or easy • Ensuring we live our sense of purpose and values in the way we behave, make decisions and communicate. • Applying rules in a consistent, transparent and fair way, whilst allowing for discretion and common sense. • Valuing difference, building diverse teams and encouraging others to behave responsibly and with moral purpose.
Service	<ul style="list-style-type: none"> • Putting ourselves in the service of others. • Reducing stress and anxiety in the organisation by modelling calm and considerate behaviour • Behaving in a dutiful way, demonstrating humility and self-control. • Removing barriers to enable others to do their jobs well
Courage	<ul style="list-style-type: none"> • Holding ourselves to account when something goes wrong. • Remaining calm, optimistic and positive in the face of adversity and change. • Speaking honestly, openly and with empathy
Optimism	<ul style="list-style-type: none"> • Believing in our own ability, and the ability of others, to do what is right to change the world for the better. • Calling out negativity, cynicism and dishonesty. • Remaining positive and encouraging, helping others to overcome challenges and celebrating their success.
Vision	<ul style="list-style-type: none"> • Anticipating the future and embracing it. Thinking strategically, analysing and assessing information to deliver organisational growth. • Reading, researching, networking and sharing learning with others. • Believing in the potential of others; helping them be the best they can be.