



Job Description

Post: Peripatetic ICT Support Technician

Line of Responsibility:

Responsible to: Head of IT Services

Main Duties

Main purpose of the post:

To assist in all aspects relating to the care and maintenance of computing, audio, visual, printing and telephony equipment across the entire North East Learning Trust, supporting junior staff as required.

The role will encompass 1st to 3rd line support, but could also require working with senior technical staff with project based works.

The North East Learning Trust ICT Support Team maintain a myriad of ICT provisions, spanning multiple equipment manufacturers and technological platforms. This role may require working with previously undocumented networks or systems, therefore applicants should have strong diagnostic abilities with a deep understanding in how they work.

The role predominantly relates to 3rd line support but there is also a requirement to carry 1st and 2nd line support queries, where needed.

- The role is expected to manage the following tasks delivering support to senior ICT staff: IP routing & subnetting, IP ACL, VLAN, VPN & Wireless technologies
- DNS/DHCP/Group Policy/Active Directory/SCCM/MDM/RDS
- Server, Storage Hardware & Software, clustering.
- IP Telephony
- Storage, application and desktop/server virtualisation technologies
- Azure/365 Cloud Based Technology
- Scripting resources based on Powershell, VBScript, CommandScript etc.
- Software repackaging, maintenance & deployment

General Accountabilities:

- So far as is reasonably practicable, the post holder must ensure that safe working practices are adopted by employees, and in premises/work areas for which the post holder is responsible, to maintain a safe working environment for employees and service users. These are defined in the Health and Safety Policy and codes of practice
- Work in compliance with the Codes of Conduct, regulations and policies of the Trust, and its commitments to equal opportunities
- Ensure that output and quality of work is of a high standard and complies with current legislation/standards

Working Arrangements:

- Driving license and own vehicle essential. Mileage will be paid
- Professional standard of dress required

This job description may be reviewed annually as part of the Performance Review Process.