



**Northumberland Church of  
England Academy Trust**

**JOB DESCRIPTION**

**JOB TITLE:** ICT Analyst  
**SCHOOL:** Whole Academy/Trust  
**SALARY:** Band 4  
**RESPONSIBLE TO:** ICT Team Leader  
**RESPONSIBLE FOR:** n/a

Northumberland Church of England Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The Trust will provide an environment in which the personal attributes, strengths and academic excellence of staff will enable the creation of opportunities for all to develop their potential to the full; creating confident, independent, versatile and successful adults, equipped with the skills and values to meet the challenges of a changing society and to provide the best possible educational foundation for life.

It is essential that the post holder actively supports the vision and ethos of the Northumberland Church of England Academy Trust.

**PURPOSE OF JOB:**

Support the installation and maintenance of ICT systems, software and hardware across the Trust. Support users in the use of those systems, software and equipment.

To contribute to developing and implementing the Trusts ICT strategy and services provision. To respond to identified needs, ensure continuity of service. To support the Network Manager and Technical manager in ensuring the smooth running of the education environment.

Assist in the installation, configuration and maintenance of ICT software, hardware and related equipment and for the resolution of identified technical problems, as well as providing ICT support to staff, students, visitors and school/lettings events to ensure administration and learning outcomes are maximised.

This position will require the post holder to operate across all the sites in the Trust as required.

**DUTIES AND KEY RESULT AREAS:**

**Duties and key result areas:**

1. Assist with the installation, configuration and maintenance of IT hardware and software in accordance with relevant regulations, copyright and legal requirements.

2. Gain an understanding of and assist with the monitoring of the Trust's systems to ensure they are secure, available and used within the Trust's ICT acceptable use policy.
3. Take an active interest in technology and maintain an awareness of developments in the educational IT sector, striving to develop and broaden knowledge and skills relevant to the post and the department, undertaking training and self-study where relevant.
4. Contribute to and support the Trust and IT strategic development plans and objectives.
5. Responsible for ensuring that levels of toner stocks are adequate for the Trust's needs for all printing devices.
6. Monitor stock levels of peripherals and produce orders, maintaining stock levels to ensure continuation of service.
7. Follow school backup, virus protection and security procedures.
8. Work as part of a team and where appropriate independently, reporting to your line manager on all Trust sites.
9. Maintain Trust system accounts where the ICT Analyst has responsibility for adding, removing and editing as appropriate. Ensuring new starters and leavers have correct access to ICT resources and software as required within permitted restriction parameters.
10. Check new computer equipment on arrival and install as appropriate.
11. Maintain battery condition in laptop computers according to the manufacturer's guidelines, and ensure staff are aware of the importance of battery maintenance.
12. Set up equipment such as laptops, data projectors, interactive whiteboards, sound systems and other specialist IT equipment, ensuring that systems are ready for use and operating correctly, remove equipment after lessons and return to store where necessary.
13. Perform diagnostic and recovery routines on network equipment.
14. Assist the Network Manager and Technical Manager in the deployment of computer hardware around the Trust.
15. Work to and give guidance to clients regarding the ICT Acceptable Use Agreement.
16. Keep a log of all technical faults and repairs.
17. Carry out routine network maintenance tasks.
18. Be familiar with the network infrastructure (cable and patch panels, switches, routers, wireless APs) and keep a log of any issues.
19. Install & set configuration options for equipment such as switches & routers.
20. Follow supplier's recommended procedures.
21. Provide support for students in accessing learning activities as directed by the class teacher.
22. Facilitate staff and student access to computers and to the Trust learning platform.
23. Monitor and manage the use of resources and ensure their orderly and secure storage, cataloguing as required.
24. Ensure that any specialist equipment is properly maintained and clean, checking for safety, that statutory checks are undertaken regularly and repairs are made when required.
25. Train staff on new and existing software and equipment.
26. Participate in discussions with users to understand ICT requirements and recommend solutions to meet their needs regarding hardware and software, providing ICT classroom support to teachers.
27. Liaise with suppliers for the repair/replacement of faulty or broken equipment.
28. Help develop new strategies to streamline ICT availability and use in the Trust.

29. Maintain student and staff safety by checking email, user areas, log files and Trust ICT equipment on a regular basis.
30. Assist the Network Manager and Technical manager in effectively managing ICT security procedures e.g. user passwords and equipment sharing.
31. Use of firewall and internet filter servers to maintain a secure and safe network environment for users.
32. Interpret diagnostic information, prioritise resolution & determine whether external support is required.
33. Support the VOIP telephone system.
34. Manage a whole school printing solution (Papercut) by ensuring all hardware is working and producing monthly billing reports.
35. Manage and maintain the MDM (mobile device management systems), Chromebook, Android /iPad to ensure network and user safety and security.
36. Work with the Facilities department in the running of the CCTV systems in the Trust.
37. Support in the running of systems used in the Trust, for example but not limited to:
  - a. Safeguarding
  - b. Finance
  - c. Payroll
  - d. Library
  - e. Room Booking
  - f. Catering
  - g. Assessments
  - h. Google Classroom
  - i. Asset management
  - j. GMail/Google suite
  - k. Parent payments
  - l. Parent communications
  - m. Mobile device Management (Mosyle and Meraki)
  - n. Future additional systems
38. Occasionally support out of hours events where IT/AV support is required.
39. Provide support for users via email, telephone, video meeting, helpdesk and visiting user locations on a range of supported devices to enable users to effectively complete their work.
40. Configure and maintain the digital signage system around the Trust.
41. Ensure the safe disposal of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements.
42. Assist in maintaining the school asset inventory.
43. Support the Network Manager to commission new servers when needed and to install and configure new application server with new software.
44. Make sure all devices are patched with operating system updates and 3<sup>rd</sup> party software updates, e.g. Chrome, Google Drive.
45. Maintain an awareness of and take part in school performance management processes, ensuring commitment to personal development, identifying training needs and attending appropriate training as agreed with Line Manager.
46. Install specialist safeguarding software across all designated devices.
47. Support the use of MIS solutions where able and appropriate.
48. Be familiar with and assist in maintaining the Virtual Network Environment used by the Trust (Hyper V).

49. Assist with the configuration and connection of 3<sup>rd</sup> party hosted systems used by the Trust, for example, safeguarding and library systems.
50. Detect, diagnose and resolve most PC, printer and peripheral device faults. Perform a wide range of hardware upgrades.
51. Install, configure and technically assist in the delivery of digital exams, ECDL, Pearson EDEXCEL, Word Processors and Computer Readers.
52. Assist in maintaining and troubleshooting the academies wireless and microwave links.
53. Work in a mixed server and device operating systems environment with potential for new systems, Firewall/Proxy (webfilter), Windows, iOS, Chromium, Mac, cctv, VOIP Phone, Virtuality, Linux, Android.
54. Configure the Trust's mobile phones and maintain a log of users.

**RESOURCES:**

**Staff:** None

**Finance:** None

**Physical:** ICT Equipment

**Clients:** Students, staff, visitors and event attendees/hosts

**WORK ARRANGEMENTS:**

**Physical requirements:** Must be able to move and install computer equipment, PCs, printers etc.

**Transport requirements:** Must own a car to travel between campuses with business insurance as the post holder will be expected to transport pcs/laptops/printers etc between campuses.

**Working patterns:** Normal working hours 8:30am to 4:30pm as well as outside of these hours when required, e.g. in emergency or event support with reasonable notice.

**Working conditions:** Normally indoors.

The person undertaking this role is expected to work within the policies, ethos and aims of the school and to carry out such other duties as may reasonably be assigned. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed. You may be required to carry out additional duties commensurate with the level of the role.



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<b>Post Title: ICT Analyst</b>		
<b>Person Specification:</b>	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge and Qualifications:</b> <ul style="list-style-type: none"> <li>• Knowledge of a variety of ICT systems.</li> <li>• NVQ Level 3 or equivalent in a relevant ICT discipline.</li> <li>• Degree (or degree level qualification)</li> <li>• Software, hardware and systems used in schools</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> </ul>
<b>Experience:</b> <ul style="list-style-type: none"> <li>• Computer/peripheral hardware support/maintenance.</li> <li>• User support.</li> <li>• Windows based network (server) and base unit/laptop operating systems (O/S) environments.</li> <li>• Productivity software e.g. Microsoft office, Google Suite.</li> <li>• Experience of working in a school.</li> <li>• Network infrastructure and cisco switch configuration management.</li> <li>• Experience with other operating systems e.g. Linux, iOS and Chrome OS.</li> <li>• Experience with MDMs (Mobile Device Management) systems and associated hardware.</li> <li>• Firewall configuration and use.</li> <li>• E-safety/security systems knowledge.</li> <li>• User web filtering systems.</li> <li>• Wireless network environments.</li> <li>• SQL</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>
<b>Skills and Competencies:</b> <ul style="list-style-type: none"> <li>• Ability to work effectively as part of a team</li> <li>• Ability to administer networks</li> <li>• Ability to work with minimum supervision</li> <li>• Good organisational skills</li> <li>• Good communication skills</li> <li>• Ability to relate to people of all ages and abilities</li> <li>• Good problem solving skills</li> <li>• Use appropriate initiative</li> <li>• Multitasking and working with distractions</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	

<b>Physical, mental and emotional demands:</b> <ul style="list-style-type: none"> <li>• Ability to lift / move / carry ICT equipment e.g. monitors, base units, printers</li> <li>• Ability to work under pressure and short timescales</li> <li>• Ability to negotiate difficult client situations and remain calm</li> </ul>	✓  ✓	✓
<b>Other:</b> <ul style="list-style-type: none"> <li>• Willingness to participate in personal development</li> <li>• A commitment to the needs of the Trust</li> </ul>	✓ ✓	