

Matrix Academy Trust

Job Description – IT System Analyst

Reports to:	Head of IT Services
Arrangement	<p>Full time – 37 Hours</p> <p>Monday to Thursday 8.00am to 4.00pm</p> <p>Friday 8.00am to 3.30pm with half an hour lunch.</p> <p>All year round (including school holidays)</p> <p>25 days' holiday + 9 bank holidays</p>
Salary	Scale Group 9 Spine Points 33-36
Main Purpose:	<p>Provide exceptional 1st and 2nd line support to schools across Matrix Academy Trust as directed by the Head of IT Services ensuring all services are running both smoothly and efficiently.</p> <p>The post holder will be responsible for monitoring the IT Help Desk and being the 2nd Line Support, assisting the IT Technicians within schools in order to resolve desktop support queries whilst implementing planned installation and upgrades of information systems as directed.</p>
Main Duties:	<ul style="list-style-type: none"> • To ensure the smooth operation of all IT facilities to accommodate Teaching, Learning, Administration & Leadership across schools within Matrix Academy Trust. • Daily operational line management of the IT Technicians seeking advice from the Head of IT Services where required. • To proactively participate in the Central Help Desk service, providing support for IT Technicians across multiple sites for both hardware and software, ensuring all jobs listed on the Help Desk are being completed by the IT Technicians in a reasonable time frame and to an efficient standard. • To investigate, diagnose and resolve IT support issues that have been escalated by 1st line support (IT Technicians), working with IT Technicians, other staff and 3rd party suppliers as appropriate, taking ownership for resolution of escalated issues. • Provide 1st line support as and when required to cover absence at Trust school sites as directed by the Head of IT. • To feedback to the Head of IT Services fortnightly informing of any potential or ongoing issues. • To follow agreed plans to install or upgrade items of hardware and/or software, using supplied tools; following agreed standards, procedures and time scales. • To provide up to date user training and where applicable provide instruction manuals/guidance for non-technical users. • To administer users on the school network including the creation/deletion of user accounts. • To grant appropriate permissions for staff/students, as well as access and security levels according to Trust policy. • To provide print reports for each of your managed schools to Finance. • To monitor IT operations to ensure a reliable network, this includes but is not limited to: <ul style="list-style-type: none"> ○ Server/Product updates to ensure they are up to date ○ The school's backups daily to ensure they are successful – reporting any faults that are unable to be resolved to the Data Centre Manager ○ The school's anti-virus daily to ensure all devices are healthy and have the latest virus definitions ○ Ensuring all drives on all servers have enough storage and are not reporting any faults

	<ul style="list-style-type: none"> • To assess school's network switches, ensuring all switches are fully functional, with any potential issues/faults being logged with the manufacturer for replacement (I.e. Faulty PSU) • To maintain Shared areas on the network, promoting good housekeeping and compressing files where necessary. (Staff Shared) - making recommendations and informing specific departments regarding the need to tidy up their specific department area. • To work with Head of IT Services and Data Centre Manager to configure and maintain connectivity of the network and servers. • To manage and liaise with IT Technicians ensuring that both hardware and software asset registers are kept fully up to date. • To assist the IT Technicians with the purchasing of consumables and equipment, ensuring stock levels are maintained in line with Teaching & Learning requirements and the schools are achieving best pricing. • Attend team meetings. • To manage and support the IT Technicians (where relevant) with more complex requests and training. • Regular travelling between local & distant sites where appropriate to offer continued support. • Implement change as directed by the Head of IT Services, Chief Financial and Operating Officer and CEO. • Access the MAT's Web Filters to block/allow web addresses as appropriate. • Arrange collection of redundant IT equipment and record disposal.
Additional duties:	<ul style="list-style-type: none"> • To play a full part in the life of the Trust community and to support its distinctive mission and ethos. • Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with. • Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person. • Be aware of, support and ensure equal opportunities for all. • Contribute to the overall ethos/work/aims of the school and supports its distinction mission • Appreciate and support the role of other professionals. • Participate in training and performance development as required. • To undertake any duties reasonably directed by the Head of IT Services, Chief Financial and Operating Officer and CEO.

This job description may be amended at any time, following consultation between the Headteacher and postholder. These are broad descriptions of the types of duties/activities expected of the post and are not an exhaustive list.

The Headteacher retains the right, as a condition of your employment, to require you to undertake such other duties as may reasonably be expected of you in this post. These duties will correspond to the general character of the post and are commensurate with its level of responsibility.

Postholder Name: Date:

Postholder Signature: Date:

MATRIX ACADEMY TRUST
Person Specification – System Analyst

Factors	Essential or desirable	Measured by A - application S - selection method I - interview
Qualifications		
Adequate level of literacy and numeracy (GCSE grade C or equivalent in English & Math's).	E	A
Further higher-level qualification related to IT	E	A
Experience and Knowledge		
At least 2 years' experience working in a similar IT role	E	A
Working within a school or busy environment	E	A
Experience assisting/liasing with 3 rd Party companies on projects	D	A/I/S
Have excellent knowledge of IT systems and information management	E	A/I/S
Have a good knowledge and be a confident user of Windows 10, Windows Server 2016, 2019 and all versions of MS Office	E	A/I/S
Have a good knowledge of networking including TCP/IP Skills, management of network switches including but not limited to VLANS	E	A/I/S
Experience working with MIS system	E	A/I/S
Familiar with office equipment e.g. phone systems, copiers	E	A/I/S
Experience in Active Directory administration and Windows Server	E	A/I/S
Practical Skills, Personal Qualities and Behavioural Attributes		
Excellent verbal and written communication skills	E	A/I/S
Good time-management, organizational skills and work-planning	E	I
Effective team worker	E	I
An ability to provide high levels of customer care at all times	E	I
Excellent inter-personal skills, with both children and adults	E	I
Self-motivated and enthusiastic	E	A/I
An open, honest and active listener	E	I
An ability to remain calm when under pressure	E	I/S
A friendly, professional and respectful approach which demonstrates support and a commitment to providing a quality service	E	I
Able to confidently handle customer queries and challenges	E	I
Holding a full, current driving license and daily use of a vehicle	E	A

Matrix Academy Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. All posts within Matrix Academy Trust are subject to pre-employment and vetting checks as required by Keeping Children Safe in Education, including satisfactory references and enhanced criminal record checks with the Disclosure and Barring Service (DBS).