



ICT TECHNICIAN

Pay range: LGPS 3-6 (£22,737 – £23,893 per annum)

Hours of Work – Monday to Thursday 08:00 – 16:00

Friday 08:00 – 15:30

Full Time/52 weeks

Legra Academy Trust provides high quality, high impact early years, primary and secondary education in Essex. Working together, we make a huge impact on the lives and education of both our young people and staff. We are committed to providing professional development for both our staff and governors, in order to achieve sustainable improvement.

We are looking to recruit an ICT Technician to work in a busy and dynamic Academy environment. Good knowledge of all Microsoft related products and services; Apple Mac OS; IT industry knowledge and excellent problem-solving skills along with excellent interpersonal and communication skills are essential.

The Helpdesk Technician will be working in the busy ICT Support team and responsible for providing 1st and 2nd line technical support to around 1400 users and over 1200 devices. The Helpdesk Technician role will involve answering and responding to calls made to the Helpdesk either by phone, email or in person. They will be supporting, maintaining and preparing PC's, Laptops, network equipment, printers and other systems within agreed SLA's. Other tasks will involve managing IT assets, managing the Reprographics Helpdesk and being responsible for service requests, recording, logging and tracking all calls, supporting telecom systems, and providing project support.

Legra 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. Following safer recruitment procedures, this appointment will be subject to an enhanced disclosure from the Disclosure Barring Service and satisfactory references as well as an online Social Media check. Belfairs Academy is an equal opportunities employer and we are committed to positive employment policies to promote equal opportunity in employment.

For more information please contact emma.lipscombe@legratrust.org.uk

Closing Date: Thursday 18th July 2024

Interview date: 22nd July 2024

Start Date: 2nd September 2024