

Job Description and Person Specification

Job Title : First Line Support Technician

Hours : 37 per week (8.00 am until 4.00 pm Monday to Thursday and 8.00 am until 3.30 pm Friday)

Salary: Range 3 - £18,425.00 per annum

Responsible to :

Job Profile: The post holder will support the ICT Technician department in network maintenance and development, in addition to providing day to day maintenance of computer hardware and providing first line support for staff and students.

Key responsibilities:

First Line Support:

- First point of contact for helpdesk, telephone calls and walk-in requests
- Create tickets based on telephone and walk-in requests
- Helpdesk ticket allocation and escalation where necessary for 2nd and 3rd line support

Routine Maintenance and Support:

- Day to day maintenance of computer hardware, printers, and other ICT equipment
- Responding to incidents and supporting staff and students directly
- Assist external supply teachers with laptop and projector setup
- Setup of computer hardware and software on new or refreshed devices
- Support the department in network maintenance and development tasks
- Assist with filming/creation of school videos
- Assisting with new staff and student induction and on rolling processes

Person Specification:

- Good level of education
- Experience of using ICT, especially Microsoft Windows, Office, and Adobe products
- Keen to learn new technologies and software
- Effective communication and interpersonal skills with both adults and children
- Able to work under pressure and use own initiative
- Able to assess own capabilities and escalate to other members of staff as appropriate

This job description is not designed to be an exhaustive list of duties and responsibilities, but represents the current key areas of work. There will be additional duties and responsibilities explicit in the role. The content of this post will be reviewed in consultation with the post holder when necessary.