



JOB DESCRIPTION

IT TECHNICIAN

Job Holder:

Job Title: IT Technician

Salary: KR5 - £20,801

Responsible to: Network Manager

Contractual Hours: 37 hours per week, term time plus five INSET days

1. PURPOSE OF JOB:

- The aim of the IT Helpdesk is to support the staff and students in the delivery of the curriculum. To achieve this, this role will deliver first line technical support/problem solving and provide basic guidance to better the IT skills of the staff and students.
- Additional tasks will be assigned by the Assistant Network Manager and the Network Manager on either a weekly, monthly or ad-hoc basis to ensure good system maintenance – both in terms of hardware and software.
- The role will also provide support for school events e.g. Assemblies and Presentations, Parents Evenings, Open Days, Sports Days, Performances and Concerts etc. (training for mixing deck provided). Some of which will be outside of normal working hours for which TOIL will be provided.

2. PERSON SPECIFICATION:

- Dynamic, professional, positive and resilient.
- High expectations of self, colleagues and students.
- Capacity for sustained hard work, both as an individual and as a member of a team.
- Strong organisational, interpersonal and communication skills – written, telephone and in person.
- Self-motivated and can act independently on own initiative, as well as effectively in a team.
- Knowledge and experience of supporting students' academic and personal development.
- Passionate commitment to equality of opportunity for all students – particularly those in groups vulnerable to underachievement.
- Clear understanding of accountability and line management.
- Firm commitment to Continued Professional Development both for self and colleagues.
- Understanding of and commitment to safeguarding all students.

The IT Technician will be passionate about IT and show a good understanding of technology. Advanced knowledge of computer hardware is expected and basic networking skills are required.

The school currently has PCs running Windows 10, Mac running OSX, and servers running Windows and Linux. The IT Technician will be expected to have a good understanding of all the above, but advanced knowledge of Windows 10 is crucial.

The school uses Microsoft Office 365. A good understanding of Office 365 (Outlook, Intune, Teams, Onedrive, Sharepoint...) is expected.

As first line support, good interpersonal skills are just as essential as the problem solving and technical skills required for this role. Dealing with staff and students experiencing technical difficulties in a sometimes-challenging environment, will require the technician to be professional, positive and confident.

Experience in an IT environment and/or a school (primary or secondary) would be beneficial.

Any relevant technical ICT qualifications would be beneficial.

Appreciate and be sensitive to and respect confidentiality.

3. DIMENSIONS:

Budget: The post holder is not responsible for purchasing.

This job description sets out the duties of the post at the time it was drawn up. The post holder may be required from time to time to undertake other duties within the school as may be reasonably expected, without changing the general character of the duties or the level of responsibility entailed. This is a common occurrence and would not justify a reconsideration of the grading of the post.

The post holder may be required to deal with a range of stakeholders both internal and external and carry out any duties as required by the Headteacher and Governing Body.

4. PRINCIPAL ACCOUNTABILITIES:

- Logs support calls using the school ticketing system.
- Provides technical support to ensure an effective ICT provision for both curriculum and administrative purposes - resolving basic IT issues, providing basic training and guidance to staff and students and call escalation where required.
- Installs, upgrades and maintains any hardware provided by IT (e.g. desktops, laptops).
- Deploys, upgrades and supports any software solutions provided by IT.
- Monitors and repairs any defective IT equipment (unless the faulty item classifies as a "return to manufacturer" or is covered by a warranty/support contract), monitoring stock levels and on occasion, manage collections, and making recommendations regarding the purchase of peripherals and hardware.
- Communicates with external agencies regarding faulty equipment and updates on new opportunities, trends and equipment, to directly contribute to the continuous development of IT in the school.
- Asset management (training provided).
- Website content update through a CMS (No web design skills required) and social media content update (Facebook, Twitter, Instagram).
- Basic photo and video editing.
- Monitors the Antivirus allocation to ensure the site is protected.

- Helps the Assistant Network manager with the PAT testing of IT equipment (training will be given) and logs any PAT testing contribution in the IT PAT testing database.
- Keeps an up-to-date record of loans.
- Assists other areas of the school's operations where IT equipment or software set up/back up/maintenance is required (i.e. internal and external examinations, catering, signing in system, reprographics, finance, site, MIS.)

5. SCOPE FOR IMPACT:

The range of support provided by the postholder for staff and students enables them to make the best use of IT hardware and software, with minimum interruption to work and study.

The support provided for school events and social media ensures a strong and positive image of the school, its students and achievements is maintained.

6. JOB CONTEXT:

Work closely with: The Network Manager and Assistant Network Manager, staff – both teaching and support, students in all year groups and third party providers.

SAFEGUARDING

The school is committed to the safeguarding of children; all employees will receive training on Child Protection and need to have read the Child Protection Policy.

CONFIDENTIALITY

The IT Technician must maintain strict confidentiality regarding sensitive and confidential student and staff information.

HEALTH AND SAFETY

To take delegated responsibility for the implementation of the Act in the area where they work as outlined in the schools Health & Safety Policy. Health & Safety training to be provided.

Agreed By: Date:
Job Title

Agreed By: Date:
Headteacher