

Job Description

Job Title: **School IT Technician**

Salary: **Endeavour MAT Grade 6**

Hours: **37 hours per week, 52 weeks per year**

Reporting to: **School IT Manager**

Overall Job Purpose

To assist with the day-to-day maintenance and operation of the schools' IT systems and act as the first line of IT support for staff and students.

Main Duties and Responsibilities:

- Build and maintain effective working relationships with IT service users providing helpdesk and network support for staff and students.
- Assist in managing computer hardware, software, and systems, and provide technical support on the network to ensure an effective IT provision to for both curriculum and administrative purposes.
- Assist in the resolution of network problems, maintaining and repairing hardware and software to enable the smooth running of all IT systems.
- Work in conjunction with the School IT Manager, and other colleagues to ensure the effective running of the site's IT provision.
- Contribute to the maintenance of the Trust's and schools' websites.
- Keep systems up to date through running operating system and other upgrades
- Assist with the consideration, implementation, and ongoing support of any new software and systems changes.
- Support the roll-out of new applications.
- Provide technical support either by phone, remote access or desk-side as appropriate.
- Set up equipment for new users, maintaining a record of all hardware and equipment issued to staff and students.
- Assist with Servers, LAN/WAN technologies, Active Directory, Group Policy and VLANs, computer repair/troubleshooting software, networks, virus protection, Wi-Fi technology, and any other IT related projects.
- Operate effectively as part of a Trust-wide IT team, supporting other schools, in person or remotely, as required.

Other Duties:

- Enhance own IT knowledge and skills through online resources and attendance at relevant training as required.
- Comply with Trust policies and procedures, in particular relating to child protection, health & safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust.

Person Specification

Area	Essential	Desirable
Qualifications	- Relevant IT qualifications e.g. Microsoft, Cisco, - Educated to GCSE English and Maths or equivalent	HND/Degree level or equivalent
Experience	- Experience of working in a first line IT Technical support role. - Experience of delivering services to meet customer needs. - Experience of managing competing priorities and working to tight timescales.	Experience of working in the education sector
Knowledge/ Skills	- Excellent communication skills, both written and oral and the ability to communicate with different groups of people. - Good administrative skills. - Working knowledge of Windows Server 2016/19/22/25. - High-level working knowledge of Windows 11, Office 365. - Ability to meet deadlines and to get systems and structures in place and operating effectively. - Ability to work effectively under pressure and achieve deadlines. - Demonstrate the ability to think creatively to anticipate and solve problems.	
Personal attributes	- excellent listening and questioning skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution. - Ability to use tact and diplomacy and show patience. - Self-motivated and well-organised and with high levels of attention to detail. - Good analytical and problem skills - The ability to work on your own initiative or without direct supervision	
Continuing Professional Development	- Willingness to attend training as appropriate. - Committed to continue own professional practice.	Evidence of recent, relevant CPD

This post is subject to an Enhanced DBS check (with Barred List)

As a Trust we strive to promote a culture and working environment which embraces acceptance, respect and inclusion.