

## Five Acre Wood Junior IT Technician

**Hours: 37 per week (Mon-Fri, 8am-4pm)**

**Reports to: Operations Manager**

**Pay grade: KSC plus SEN allowance**

### **Job Description**

#### *Purpose of Job:*

The Junior IT Technician will assist in maintaining and supporting the school's computer systems and IT infrastructure, troubleshoot technical issues, provide first-line support to staff and students and contribute to the smooth running of digital systems across the school. This role will work across all Five Acre Wood School sites and may require occasional after-hours or on-call support.

### **Key responsibilities**

- Provide first-line technical support to end users (hardware, software, and network issues)
- Install, configure, and maintain desktops, laptops, printers and mobile devices
- Assist with user account setup, password resets, and access management
- Troubleshoot basic network connectivity issues (LAN, Wi-Fi, VPN)
- Support common operating systems and applications (Windows, macOS, Microsoft 365, etc.)
- Log, track, and resolve support tickets in a timely manner
- Escalate complex issues to senior IT staff when required
- Assist with system updates, backups, and security procedures
- Follow company IT policies and best practices

### **Safeguarding and promoting the welfare of the child**

- Safeguard and promote the welfare of children by providing a safe, supportive environment, working within school policies, maintaining professional boundaries, and understanding role limitations.
- Only carry out care interventions when appropriately trained and assessed as competent, and assist with the supervision of individuals and groups as required.

### **Multi-agency working - Know the value and expertise you bring to a team and that brought by your colleagues.**

- Work in a team context – forging and sustaining relationships across agencies and respecting the contribution of others working with children and their families.

### **Sharing information - Provide feedback, as requested, to the class teacher or other appropriate person to support the planning and evaluation of the learning process in respect of groups and individual students.**

- Share information responsibly by providing feedback to teachers and relevant staff to support planning and evaluation, complying with child protection, confidentiality, health, safety, and security policies and understanding the importance and risks of information sharing.

**.Administration / other - Prepare and keep clean materials and undertake minor clerical duties.**

- Participate in meetings, training and other learning activities and performance development as required.

**Health & safety**

- Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure.
- May require occasional after-hours or on-call support
- Ability to lift and move IT equipment as needed

Your duties will initially be as set out in the job description, but this could be amended from time to time to reflect changes in or to the job.

## Person Specification

REQUIREMENT	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS /TRAINING</b>	<ul style="list-style-type: none"> <li>• Relevant IT qualification, diploma, or certification (or currently studying)</li> <li>• Clean driving licence</li> </ul>	<ul style="list-style-type: none"> <li>• CompTIA A+, Network+, or similar certification</li> </ul>
<b>EXPERIENCE</b>		<ul style="list-style-type: none"> <li>• Experience with helpdesk or customer support roles</li> <li>• Experience of working in an education or SEN environment</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Basic knowledge of computer hardware, software, and operating systems</li> <li>• Familiarity with Windows and/or macOS environments</li> </ul>	<ul style="list-style-type: none"> <li>• Basic knowledge of Active Directory or Microsoft 365</li> </ul>
<b>SKILLS/ABILITIES</b>	<ul style="list-style-type: none"> <li>• Good communications skills</li> <li>• Ability to prioritise tasks and manage multiple issues simultaneously</li> <li>• Excellent problem-solving, communication, and customer service skills</li> <li>• Ability to work independently and as part of a team</li> <li>• Willingness to learn new technologies</li> </ul>	
<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"> <li>• Organised</li> <li>• Being discrete, professional, respectful and friendly</li> <li>• Being efficient and dependable, while maintaining flexibility to adapt to rapid change, while remaining calm in unexpected or changing situations</li> <li>• Ability to work successfully as part of a team</li> <li>• Confidentiality</li> <li>• To be committed to the school's policies and ethos</li> <li>• To be committed to continuing professional development</li> </ul>	
<b>EFFORT/ENVIRONMENT</b>	<ul style="list-style-type: none"> <li>• Ability to form and maintain appropriate relationships and personal boundaries with children and young people</li> <li>• Emotional resilience in working with challenging behaviours and attitudes to use authority and maintaining discipline</li> <li>• To assist with ensuring Safeguarding policies and protocols are correctly followed</li> </ul>	

**Acknowledgement of Receipt of Job Description**

- I have received a copy of the job description for Junior IT Technician and have read and understand the duties and responsibilities.
- I understand that the duties and responsibilities in the job description are subject to change at the discretion of my employer at any time.
- I understand that my signature below indicates that I have read and understood the above statements.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_