

Job Description - IT Technician

The IT Technician role within the Coastal Academies Trust is a wide and varied role. Within this role you will be responsible for providing a quick response to the needs of all staff and students across a wide range of hardware and software systems. A positive and open approach and a willingness to help are a must, along with a desire to develop your knowledge.

You will report to and be supported by the IT Systems Manager (ITSM), managing the day to day support needs for the school, including replacing consumables, hardware repairs and systems monitoring.

The IT Technician should be organised, and able to prioritise their workload. However where there may be conflicting priorities the IT Technician should work with the ITSM to quickly assess the appropriate needs of the school and respond accordingly.

Key responsibilities:

Incident response, Management and Escalation

All incidents (as defined in ITIL terminology) are every member of the IT Support team's responsibility and every member of the team should be prepared to respond to any type of incident. Incidents will for the most part be logged by email through the helpdesk system, though they may be reported by phone and in passing. Where possible, all incidents should be logged and investigated as soon as is practical. A key aspect of the IT Technician's role will be to provide a quick initial response, and fix where possible. If a quick fix is not possible the IT Technician should capture clear and concise information about the incident to ensure quick and effective escalation to the ITSM as needed.

Problem Identification and Escalation

From time to time you may be faced with a recurring problem (as defined in ITIL terminology) or a series of incidents as a result of a system fault. As with Incident Management the IT Technicians role is to respond quickly and capture clear and concise information about the nature of the problem. The IT Technician will then work closely with the ITSM to identify and resolve the root cause of the problem and where necessary put interim measures in place to reduce the impact of any problems.

Consumable Replacement

The school runs a small fleet of managed printers and projectors and the IT Technician is responsible for ensuring quick replacement of toner cartridges and projector bulbs as the needs arise. The IT Technician will also be responsible for maintaining consumable stock levels and requesting stock replenishment as required to maintain effective stock levels.

Hardware Repair and Maintenance

The school has a large number of laptop and desktop PC devices which from time to time will require repairs or replacement parts as damage or failure occurs. The IT Technician will be responsible for general repair and maintenance of PC and laptop devices, maintaining parts stock levels and requesting parts as required to maintain stock levels

Stock and Equipment Management

As above there are specific areas of stock management that the IT Technician is responsible for. The IT Technicians are also responsible for making sure all IT equipment is recorded in the School's asset management system and for keep asset records up to date. In addition to this all members of the IT Support team are responsible for keeping accurate records of any equipment loaned to staff and students and for ensuring its timely return.

User Account Management

There are systems in place that allow Teachers to manage student passwords, however from time to time the IT Technicians will be required to reset passwords and make adjustment to user permissions, as appropriate and under the guidance of the ITSM.

Documentation

Documentation is one of the most important elements of the IT Technician's role. Effective documentation ensures knowledge is available within the IT Support team when required. This knowledge can also be shared with Staff and Students to help them in their effective use of IT. The IT Technician will be expect to regularly document common tasks and processes in and should also work alongside the ITSM to ensure all documentation is kept up to date.

Key Skills and Knowledge:

Customer Service

PC, Laptop and Printer Hardware Fault finding and Maintenance

Microsoft Desktop Operating Systems

Diagnostic Skills

ITIL (IT Infrastructure Library)