Towers School and Sixth Form Centre 

**Job Description:** **IT Technician**

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| **Grade:** | **Kent Range 7** |

**RESPONSIBLE TO: Network Manager**

Hours: 37 hours a week - 52 weeks a year

**Purpose of the Job:**

The school is a large secondary school providing support to a number of primary schools. The postholder is responsible for providing a first class service to these primary schools. The postholder is solely responsible for repairs to all equipment, but when necessary, is responsible for arranging replacements although the level of knowledge is such that the need for external help is rare. The postholder works within national guidelines such as Health and Safety as well as the school’s IT Policy. In general the postholder works on their own initiative setting their own deadlines and completing tasks but does have regular contact with the Network Manager.

**Key duties and responsibilities:**

* Promote the Towers School by providing advice, maintenance and support to a number of primary schools.
* Maintain servers and network infrastructures to ensure systems are available for end users.
* Monitor and repair any defective equipment to guarantee the availability of the systems to the end user.
* Maintain and backup the school IT systems to secure the school’s financial, administrative records and data.
* Communicate 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.
* Advise staff on the use of the appropriate software for the machines in school so that programmes chosen are compatible with the existing system.
* Support the Network Manager where required.

Required to provide Installation/Support/Advice/Troubleshooting in the following areas:

* Automated Gates/Doors
* CCTV
* Cashless Catering
* AV Equipment
* Telephony System & Mobile Phones
* Wireless Network Infrastructure
* Printing/Photocopying
* Website
* ID Badges
* MIS Services
* Primary School Support
* Cloud Services

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**Person Specification:** **IT Technician**

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

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|  | Essential Criteria | Desireable Criteria |
| QUALIFICATION | GSCE Maths and English – Grade C and above or equivalent | Level 2 Qualification |
| EXPERIENCE | One or more years working in ICT Support in a business or education environment. | Sound understanding of school / education IT network |
| SKILLS AND ABILITIES | Knowledge of maintaining a network, including server administration.  Experience in installing, troubleshooting and maintaining a wide range of IT equipment including network Infrastructures, Computers, and mobile devices.  Must be able to communicate with staff at all levels, along with pupils.  Thorough understanding of Health and Safety procedures especially as they relate to work in the specific environment.  Full UK Driving licence and use of own vehicle. | Assembly, disassembly and cleaning of equipment.  Ability to exchange of information both verbally and in writing with staff and suppliers.  Ability to repair equipment as required.  Knowledge of appropriate use of relevant equipment, hardware and software configurations.  Knowledge of policies and procedures relating to child protection, health, safety, security, equal opportunities and confidentiality.  Up to date knowledge of current developments etc. |