

JOB DESCRIPTION

IT TECHNICIAN

Term time only (plus 2 weeks)

Full time – 36 hours per week – G2 Point 8 - £18,387

Purpose of the post

- To provide first/second line support to all users across both sites in the federation (Whitefriars school and Heathland school)

Accountabilities

The post holder is line managed by the IT Network Manager

Duties and Responsibilities

- Provide hardware and software technical support to staff and students on a timely basis
- To manage the requests for technical support and organise the response in a timely manner
- Deal with service requests in a timely manner
- Create and maintain accounts and user permissions, and undertake password resets as required.
- Diagnose and solve basic network, software and hardware faults and perform maintenance repairs and upgrades.
- Assist with maintenance and troubleshooting for classroom / communal space AV and lighting equipment - projectors, interactive whiteboards, screens and amplification systems.
- Assist with setting up equipment for morning assemblies, performances and other AV events.
- Assist with the maintenance of the IT/AV Hardware and Software Asset Registers.
- Assist with the annual physical check of the asset register / inventory.
- Ensure that new users have necessary equipment and log-ins
- Check and redeploy equipment returned by leavers
- Provide training and support of existing and new users, as required.
- Undertake DSE assessments, as required
- Assist with essential emergency or scheduled network maintenance; this may also require occasional out of hours working.
- Keep up to date with current technology trends and to make recommendations to the IT Network Manager as to how appropriate technologies could be used to enhance or improve teaching, learning and administrative processes.
- Monitor and maintain the telephone systems at both schools in the trust in liaison with telephony provider/s when necessary.
- Respect the confidentiality of all matters relating to the school, pupils and staff at all times.

Other

- Be aware of and comply with policies and procedures relating to child protection, health and safety, security and confidentiality, reporting all concerns to an appropriate person.
- Promote and safeguard the welfare of children, young and vulnerable people that you are responsible for or come into contact with.
- To be aware of and comply with all aspects of GDPR legislation
- Contribute to the overall ethos/work/aims of the school.
- Strong commitment to furthering equalities in both service delivery and employment practice.
- Establish constructive relationships with colleagues and relevant others to support the work of the school
- Participate in the school's performance management processes taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Carry out any other duties appropriate to the level of the post as required by your line manager and/or the Headteachers.
- Carry out First Aid training
- Invigilate examinations in the event of staff absence

Please note that the above is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade. It is not a comprehensive list of all tasks that the post holder will carry out.

This job description may be amended at any time in consultation with the post holder.

Last reviewed: _____

Headteacher / line manager's signature: _____

Date: _____

Post holder's signature: _____

Date: _____

**Person Specification
IT Technician**

Essential	Desirable
Qualifications	
<p>Educated to GCSE or equivalent with passes in Maths and English</p> <p>Willingness to undertake further training</p>	
Skills and Experience	
<p>An understanding of and experience using Microsoft technologies (e.g. Windows 10, Server 2016/19, Microsoft 365 incl. SharePoint, SQL Server 2016/19)</p> <p>Experience in supporting Audio Visual systems</p>	<p>Experience of working in a school</p> <p>Experience in a similar role</p> <p>An understanding of and experience using Apple technologies</p> <p>Experience in providing telephone support and using remote desktop support tools</p> <p>Experience using and/or supporting Music Technology applications (e.g. Sibelius)</p> <p>Experience in supporting VoIP / SIP telephone systems (Avaya IP Office)</p>
Personal qualities	
<p>Hardworking and reliable with excellent attendance and punctuality</p> <p>A positive outlook and a 'can do' approach;</p> <p>Able to work as part of a team and to build and maintain positive relationships with a wide range of staff</p> <p>Committed to student welfare and the safeguarding principles of the school</p> <p>Committed to maintaining confidentiality at all times</p> <p>Well-organised and methodical with excellent attention to detail</p> <p>Able to work under pressure</p>	

Resilient and proactive when problem solving

Able to use own initiative

Flexible in approach and happy to do whatever is required

Strong desire to develop own skills and support others in developing their skills

Committed to the principles and practice of equal opportunities

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to an Enhanced Disclosure Barring Service check.