

## Role Profile

**36 hours per week Term time plus 2 weeks**

**Harrow Council scale G5, Points 17 – 20: £21,591- £23,328 actual, depending on experience**

### Overall Purpose

To provide first and second line IT support to all users across both sites in the Federation: Whitefriars School (HA3 5RQ) and Heathland School (HA2 9AG).

### Key Responsibilities

- Provide hardware and software technical support to staff and students in a timely manner.
- Manage the requests for technical support and organise the response in a timely manner.
- Create and maintain accounts and user permissions, and undertake password resets as required.
- Diagnose and solve network, software and hardware faults and perform maintenance repairs and upgrades.
- Support users with remote access as and when necessary.
- Carry out routine maintenance and cleaning of equipment for classrooms / communal spaces, including AV and lighting equipment - projectors, interactive whiteboards, screens and amplification systems.
- Provide guidance to teaching staff and troubleshoot issues which may arise and require assistance within a tight timeframe to enable teaching and learning.
- Set up equipment for morning assemblies, performances and other AV events.
- Maintain the IT/AV Hardware and Software Asset Registers.
- Carry out the annual physical check of IT assets and help maintain the asset register / inventory.
- Ensure that new users have the necessary equipment and user credentials available so as not to impede their introduction to the School, by liaising with our HR and Admissions teams where necessary.
- Arrange for the collection, logging and redeployment of 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 Federation, pupils and staff at all times.

## **Additional duties**

- Be aware of, read, understand and comply with federation policies and procedures, especially those relating to safeguarding and child protection, health, safety and security, confidentiality, data protection, and behaviour management, reporting all concerns to the appropriate person.
- Be aware of comply with and help advise on all aspects of GDPR legislation.
- Be responsible for promoting and safeguarding the welfare of children you come into contact with.
- Demonstrate a strong commitment to furthering equalities in both service delivery and employment practice.
- Establish constructive relationships with colleagues and other stakeholders to support the ethos 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 your line manager.
- Recognise own strengths and areas of expertise and use these to advise and support others.

## **Contribution to the whole life of the School:**

- To support and contribute to the overall ethos, work and aims of the Schools.
- To encourage the acceptance and inclusion of all children.
- To work co-operatively as a member of a team.
- To attend all necessary meetings.
- To adhere to all school policies.
- To actively participate in appropriate training when required.
- To report any stranger on site.
- To carry out any other duties as reasonably directed by your line manager and/ or the Headteachers.

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.

### **Key Accountabilities**

The post holder is line managed by the IT Network Manager.

**Last reviewed:** \_\_\_\_\_

**Headteacher / line manager's signature:** \_\_\_\_\_

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

**Post holder's signature:** \_\_\_\_\_

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

## Person Specification

Essential	Desirable
<b>Qualifications</b>	
<p>Educated to GCSE or equivalent with passes in Maths and English</p> <p>Willingness to undertake further training</p>	<p>CompTIA A+ Essential's certification</p> <p>Microsoft certification</p>
<b>Skills and Experience</b>	
<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>Excellent problem solving and resolution abilities on a wide range of software, hardware and network issues.</p>	<p>Experience of working in a school</p> <p>Experience in a similar role</p> <p>An understanding of and experience using Apple\Android technologies.</p> <p>Experience in providing telephone support and using remote desktop support tools</p> <p>Experience using the LGfL Support site</p> <p>Experience in supporting VoIP / SIP telephone systems (Avaya IP Office)</p> <p>Experience using an MDM Solution</p>
<b>Personal qualities</b>	
<p>Hardworking and reliable with excellent attendance and punctuality</p> <p>Excellent verbal and written communication skills</p> <p>A positive outlook and a 'can do' approach;</p> <p>An effective team player but also able to think and work independently</p> <p>Committed to building and maintaining 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> <p>Resilient and proactive when problem solving</p> <p>Flexible in approach and happy to do whatever is required</p> <p>Strong desire to develop own skills and support others in developing their skills</p> <p>Committed to the principles and practice of equal opportunities</p>	
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*If an applicant is judged not to meet any one of the essential requirements of the post, they will not be shortlisted for interview.*

*Heathland Whitefriars Federation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Appointments are made subject to pre-employment checks including an Enhanced Disclosure Barring Service check. Heathland Whitefriars Federation is an Equal Opportunity employer.*