

JOB DESCRIPTION



Job Title: IT Technician **Grade** Level 2

1 **JOB PURPOSE:**

The IT team is responsible for the provision of an effective and responsive technical support service to IT users across the school, and for the development of a reliable, resilient IT infrastructure to support the needs of the school.

- 1.1 To report to and work closely with the IT team supporting the development, implementation and continuous improvement of the IT Services across the school.
- 1.2 To support teaching staff in the development and education of pupils including the provision of specialist skills as appropriate.
- 1.3 To work outside of standard office hours which may include evening and weekend work, on occasion, as required.

2 **DUTIES AND RESPONSIBILITIES:**

Support for the IT Team

- 2.1 To assist in the delivery of IT services across the school.
- 2.2 Monitoring, troubleshooting and maintaining the hardware and software on devices
- 2.3 Installing, configuring and deploying the hardware and software on new devices
- 2.4 Working with core server components such as Active Directory, Group Policy, Deployment Services and Anti-Virus software.
- 2.5 Maintaining the hardware, software, network and AV devices of the school.
- 2.6 Building and supporting new and current equipment including the appropriate access.
- 2.7 Reimaging computers as required.
- 2.8 Maintain a positive and tidy working environment.
- 2.9 To stay in touch with technology developments and feed news to the team.
- 2.10 Having a working knowledge of and maintaining peripheral devices.
- 2.11 To work pro-actively and effectively manage and prioritise own workload.
- 2.12 To request assistance from team members if required.
- 2.13 Log all tasks in ticketing system and record relevant solutions for later reference.
- 2.14 Contribute to the shared Knowledge Base with useful information.
- 2.15 Observe present licencing and ensure all installation jobs adhere to restrictions.
- 2.16 Update and create appropriate records about hardware and software assets in IT Asset Management system.

Support for users

- 2.17 To communicate effectively and clearly showing sensitivity to user's needs.
- 2.18 Providing support face-to-face, via telephone, remote access software and or email.
- 2.19 Answer incoming calls from users within the school and responding to and logging requests.
- 2.20 Assist in preparing and maintaining the learning environment as required.

- 2.21 Providing advice and assistance with the use of key software within the school.
- 2.22 Supporting the school with internal IT development and training.
- 2.23 Support the maintenance of pupils' safety and security in line with school policy
- 2.24 Actively assist students with technology as required.
- 2.25 To be punctual in attendance to work, meetings and tasks.
- 2.26 To produce and/or provide documentation or notes to assist users as required.
- 2.27 To perform daily checks to ensure key devices are fully operational.
- 2.28 Support users with administrative and set-up tasks as required.

Support for the school

- 2.29 Support the development and effectiveness of team work within the school environment.
- 2.30 Develop and maintain working relationships with other professionals.
- 2.31 To take an interest in and develop a knowledge of the special needs setting.
- 2.32 Review and develop own professional practice.
- 2.33 On occasion work with pupils directly to assist in using technology as required.
- 2.34 To understand the School Development Plan from an IT perspective.
- 2.35 Ensure tasks are carried out with due regard to Health and Safety
- 2.36 Participate in appropriate professional development including adhering to the principles of performance management.
- 2.37 Adhere to the ethos of the school
 - 2.37.1 Promote the agreed vision and aims of the school
 - 2.37.2 Set an example of personal integrity and professionalism
 - 2.37.3 Attendance at appropriate staff meetings and parents evenings
- 2.38 Any other duties as commensurate within the grade in order to ensure the smooth running of the school

OBSERVANCE OF THE SCHOOL'S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

3

SUPERVISION RECEIVED:

- 3.1 **Supervising Officer's Job Title:** IT Officer
- 3.2 **Level of Supervision:**
 - 1. Regularly supervised with work checked by supervisor
 - 2. ~~Left to work within established guidelines subject to scrutiny by supervisor~~
 - 3. ~~Plan own work to ensure the meeting of defined objectives~~

PERSON SPECIFICATION

Job Title: IT Technician

Grade: Level 2

Unless otherwise stated the method of assessment is application form or interview.

EXPERIENCE

(Relevant work and other experience)

ESSENTIAL

- Working with IT hardware and software either professionally or out of personal interest.

DESIRABLE

- Previous work experience in an IT setting
- Previous experience supporting users
- Previous experience working in an education environment
- Experience in working on a windows network

SKILLS AND ABILITIES

(E.g. Network knowledge, dealing with end users)

ESSENTIAL

- A strong desire to pursue a career in IT.
- A good standard of education particularly in English and Mathematics.
- Competence in using office applications.
- Strong communication skills, both written and verbal English.
- Ability to establish positive relationships with users and empathise with their needs.
- Active listening skills and an ability to ask relevant questions.
- Able to think quickly and respond to user issues fast.
- Ability to work well independently and pro-actively.
- Ability to work effectively and supportively as a member of the school team.
- Willingness to go above and beyond to complete a task.
- Eagerness to learn and research solutions to complete tasks.
- Reliable and punctual.
- Polite, friendly and flexible approach to work.
- Able to listen to and follow instructions effectively.
- Keep calm and professional at all times.

DESIRABLE

- Studied an IT based subject at school or college.
- Be able to communicate with students and staff at all levels.
- A good sense of humour.

- Good understanding of Windows operating systems.
- A basic understanding of a domain environment.

TRAINING

- Willingness to participate in further training and developmental opportunities offered by the school and county, to further knowledge

EDUCATION/QUALIFICATIONS

NB Full regard must be paid to overseas qualifications

- GCSEs (or equivalent) including English and Maths at grade C/4 or above.

OTHER

- Willingness to maintain confidentiality on all school matters