

IT TECHNICIAN

JOB DESCRIPTION

Line Managed by:	Network Manager
Line Manager for:	n/a
Salary Scale:	NJC Scale 6 (pt range 18-22) (£ 35,520 - £ 37,692/-)
Hours:	36 hours, 52 weeks per year including some out of hours. 25 Days of annual leave excluding bank holidays. Annual leave cannot be taken during term time.
Contract	Permanent

Job Purpose

Provide IT support to all school staff and students and other technical teams ensuring systems are maintained and supported to the highest standards. Work will be undertaken in accordance with service level agreements and as required by IT Manager

To ensure that all support calls and requests are dealt with appropriately and in accordance with defined policies and procedures

To provide a development service to install, setup and configure new IT equipment for users such as personal computers, printers and scanners for staff and students

SPECIFIC DUTIES AND RESPONSIBILITIES:

- To be in regular contact with the IT & Service Desk, procurement and other technical staff
- Daily contact will be required to respond to user support calls in line with service level agreements, where you will be required to provide technical support in identifying software and hardware problems. This will involve communicating technical issues to a non-technical person and owning the problem through to satisfactory resolution for the user. This will also include:
 - Escalating unsolved problems to senior Technician/IT Manager.
 - Keep users informed regarding the status of outstanding problems.
 - Methods for communication will be by telephone, email, and/or in person.
 - You will be required to liaise via phone and email with third party suppliers.
 - The postholder will be required to communicate progress on project plans to relevant parties ensuring they are kept informed of progress. This can be via email, telephone or meetings.
 - Responsible for processing service requests in a timely fashion and in line with Service Level Agreements.
 - Support and administer Google Workspace services including Gmail, Drive, Classroom and user account management.
 - Work with students and staff to support the implementation of technical projects or development in IT from conception to implementation and handover.

- Assist with the deployment and management of endpoint devices using device management and software deployment solutions.
- Assist faculties in projects at an appropriate level for post, eg data gathering, hardware and software configuration details.
- Configuring and testing software and hardware.
- Support and administer user accounts, permissions and security groups within Active Directory and associated systems.
- Installation of new and replacement equipment.
- Support Windows, macOS and ChromeOS devices across the school environment.
- Assist with Chromebook deployment, configuration and troubleshooting.
- The postholder will be required to manage the planning and organization of all jobs and processes related to their line of work.
- Assist with troubleshooting and supporting network infrastructure, including wired and wireless connectivity issues.
- Support server infrastructure and associated services including DNS, DHCP, file and print services.

In relation to the School

- To work as part of a team in relation to staff and individual students, liaising, advising and consulting where appropriate.
- To assist in after school clubs, events and presentations. To be available where appropriate to facilitate IT requirements for promotions and school productions.
- To attend meetings as appropriate.
- To take part in training linked to the role through INSET and external courses.
- To periodically review the monitoring and filtering software on a daily basis, reporting possible issues to the senior leadership team and undergoing training for the safeguarding perspective of the software.
- Support cyber security initiatives including multi-factor authentication, endpoint protection, software patching and security best practices.

Safeguarding

- To be responsible for promoting and safeguarding the welfare of children and young people within the school, raising any concerns following school protocol / procedures.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees are expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown, but following consultation with you, may be changed by the headteacher to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Signed _____ (postholder) _____ Date

Signed _____ (headteacher) _____ Date