

## IT Technician

Job Number	Post Title	Grade
PV21 -05	IT Technician	Grade 5

**Responsible to** IT Network Manager and COO

### Statement of Purpose

- To work under the direction and instruction of IT supervisor to support the trust and school IT systems, applications and associated software. To assist in the day-to-day running and support of these system's by ensuring issues are addressed, documented and resolved in a timely and professional manner. Where required this role may need to deputise for the IT supervisor when necessary.

### Main Duties and Responsibilities

#### Software

- Install, configure and thoroughly test new operating software, software applications and upgrades.
- Provide software support for staff and students, with a focus on Microsoft and google products
- Ensure that licenses, copyright and data protection laws are upheld.
- Sims and safeguarding desktop support.

#### Networks

- To install switches, Wired access points, Wi-Fi and other forms of network infrastructure
- Active directory and Azure management going forwards
- Implement the school's network and internet security policies.
- Ensure that internet connectivity is maintained and appropriately audited.
- Monitor e-mails and logons to ensure compliance with the ICT Acceptable Use Policy.
- Check workstations & servers for viruses, using pre-installed virus software, and ensure antivirus systems are updated regularly.
- Monitor the use and performance of digital technologies systems and the perception of users by regular visits and discussions.
- To implement the trusts, move to 365 from exchange.

#### Resources

- Prepare new equipment and install (including unpack / installation) and enter all new equipment on the inventory database.
- Maintain and repair hardware, including network cabling, as necessary.
- Check that all equipment is present and functional (including mice, keyboards, speakers, printers/ copiers, ink/toner cartridges etc.) – check and if necessary adjust monitor settings each day and clean monitors, mice and keyboards.
- Liaise with appropriate external agencies regarding products and the resolution of technical problems.
- Maintain a weekly log of tasks undertaken and those yet to be completed.

- Organise the preparation of resources at the request of staff.

### Development

- Keep up to date with current developments in the digital technologies field, and their possible impact and benefit to the school, undertaking any training which may be necessary to discharge these duties.
- Work with the IT supervisor and Chief Operating Officer to support the development of a strategic plan for digital technologies development.

### Health and Safety

- Ensure hardware is safe to use.
- Carry out a visual check on hardware, plugs, cables and cable runs ensuring appropriate action is undertaken (ie removed or reported to the IT supervisor)
- Willing to become a Pat tester with suitable training
- Utilise PPE where required and undertake training for ladder use, Lifting and Asbestos awareness.

### General

- Assist staff with the provision of digital technology facilities for school events.
- Provide IT related advice and training to staff and students.
- Coordinate the IT Helpdesk; prioritising requests, monitoring outcomes, generating procedure guidance, notifying the IT supervisor of any patterns of hardware or software failure.

<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in an IT support environment for at least 2 years.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant IT or related qualification, level 3 and above, or significant demonstrable experience in an IT environment.</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Advanced knowledge and experience with Microsoft based servers/clients, including Office 365 and Azure.</li> <li>• Working knowledge of Active Directory, Group Policy and User account management.</li> <li>• Working knowledge of other OS such as Mac OS, Linux and Chrome.</li> <li>• Understanding of networking and networks, including role and function of network services and protocols such as DNS, DHCP and IP.</li> <li>• Working knowledge of LAN Networking hardware and protocols including TCP/IP, Ethernet, Fibre, 802.11 Wi-Fi, SSL, and switching hardware.</li> <li>• Experience of installing, upgrading, implementing, maintaining and troubleshooting a range of IT and AV hardware and software (including workstations, mobile devices, printers, peripherals, projectors etc).</li> <li>• In depth knowledge of PC architecture, repair, builds and commissioning.</li> </ul>

	<ul style="list-style-type: none"> <li>• Understanding of the routine activities that are required to maintain workstations and mobile devices in a good operational state.</li> <li>• Ability to carry out routine maintenance on workstations and mobile devices.</li> <li>• Experience of creating and testing Windows based system builds and images.</li> <li>• Ability to provide user support on a variety of levels, from application use to technical guidance.</li> <li>• VOIP telephone experience.</li> <li>• Ability to create databases, input and manipulate data and produce reports as required.</li> <li>• Ability to provide effective ICT support in a timely manner.</li> <li>• Awareness of developments in cloud technologies.</li> </ul>
<b>Behavioural Attributes</b>	<ul style="list-style-type: none"> <li>• Customer focused</li> <li>• Good interpersonal and communication skills.</li> <li>• Strong organisational, personal time management and planning skills.</li> <li>• Reliable and trustworthy.</li> <li>• Ability to work well in a team.</li> <li>• Ability to work in a calm manner at all times.</li> <li>• Ability to liaise with outside agencies with confidence and in a professional manner.</li> <li>• Willingness to undertake relevant training.</li> <li>• Adaptable to change / embraces and welcomes change</li> </ul>
<b>Safeguarding</b>	<p>Safeguarding and promoting the welfare of children is everyone's responsibility. Staff are required to follow the statutory guidance from the Department for Education. Staff are required to read:</p> <ul style="list-style-type: none"> <li>• Part 1 and Annexe A of Keeping children safe in education</li> <li>• School safeguarding policies</li> <li>• The code of conduct</li> </ul> <p>Staff must know the identity and understand the role of the designated safeguarding leads. In addition, in order for staff to understand and discharge their role and responsibilities as set out in 'Part one' of the guidance, staff are required to identify any additional training needs and read safeguarding bulletins they receive through the year.</p>

**Note 1:**

***The content of this job description will be reviewed with the post holder on an annual basis in line with the School's performance and development review policy.***