JOB DESCRIPTION

1ST LINE IT SUPPORT TECHNICIAN

Curiosity Confidence Courage Constancy

This Four Cs MAT is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

JOB TITLE: **1st Line IT Support Technician**

RESPONSIBLE TO: **2nd Line IT Support and Services Manager**

SECTION 1 - DUTIES:

Strategic Planning and Development
1.   Play a role in discussions with the **2nd Line IT Support and Services Manager** over future areas for IT development.

Hardware and Software
Under instructions/guidance from the **2nd Line IT Support and Services Manager**:
1.   Install and connect new and existing hardware, checking its readiness for normal operational use.
2.   Install and reinstall software, checking its readiness for normal operational use.
3.   Carry out acceptance tests on new hardware and software in line with the departments agreed procedure, reporting the results to **2nd Line IT Support and Services Manager**.
4.   Update hardware and software database records.
5.   Store software in an appropriate manner, according to the department procedure.
6.   Carry out repairs or perform upgrades on existing computer hardware.
7.   Identify a weakness or area of improvement, plan a modification, report the suggestion to **2nd Line IT Support and Services Manager**, then carry out and report on the suggested change.
8.   Diagnose and repair hardware and software problems, as they occur.
9.   Carry out any required maintenance or repair of applications, e.g. install service packs.
10.   Preparation and set up of interactive and multimedia devices.
11.   Day to day maintenance of all ICT suites

Internet and Data Security
1.   Assist in the implementation of the school's backup and anti-virus protection procedures.
2.   Refer to the **2nd Line IT Support and Services Manager** any risks (internet or otherwise) to the school's IT system and propose possible solutions.

External Contracts and Services
Under instructions/guidance from **Four Cs MAT IT Manager**:
1.   Check that all work carried out complies with product specifications and warranties, including the ongoing provision of services.
2.   Report any problems or concerns that arise related to issues covered by product warranties or service specifications to the **Four Cs MAT IT Manager**.
3.   Record in line with the Departmental Policy all external support calls and report on the performance of all external contracts.

Network Management
1.   Provide adequate network technical support and troubleshooting to end users.
2.   Report any concerns or faults concerning the physical network to the **2nd Line IT Support and Services Manager**.

Under guidance from the **2nd Line IT Support and Services Manager***:*

1.   Complete routine network maintenance checks when necessary.
2.   Deploy access to the wireless network.

IT Systems Management
1. Monitor IT systems to ensure their good working order and provide adequate technical support to end users.
2. Report any serious concerns or faults to the **2nd Line IT Support and Services Manager**.

Under guidance from the **2nd Line IT Support and Services Manager***:*

1. Maintain the Microsoft 365 tenancy and Microsoft Windows network domain, including the creation of user accounts, mailboxes and access permissions.
2. Oversee the compliance of disk space and print quotas.
3. Create and deploy disk images to clients e.g. Microsoft Windows, Chromium OS.
4. Provide technical support for, develop and maintain the college's SharePoint site.
5. Help implement the backup or restore of IT systems and data.

Health and Safety
1. Be aware of, and follow, relevant Health and Safety procedures and help to raise awareness amongst staff and pupils.
2. Carry out basic safety checks on hardware and report findings to **Four Cs MAT IT Manager**.

Support Requests
1. Contribute to the process of recording/analysing incident reports with the aim of providing resolutions as appropriate – seeking assistance/advice as necessary.
2. Inform the **2nd Line IT Support and Services Manager** of any actions that are required to solve incidents and to prevent re-occurrence.

Continuing Professional Development - Personal
1. In conjunction with the line manager, take responsibility for personal professional development, keeping up-to-date with research and developments in IT provision.
2. Undertake any necessary professional development as identified in the School Improvement Plan taking full advantage of any relevant training and development available.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the College in relation to the post holder's professional responsibilities and duties.   Elements of this job description and changes to it may be negotiated at the request of either the Head of College or the incumbent of the post.

Variation Clause:

1. This is a description of the job as it is constituted at the date shown. It is the practice of the school to examine job descriptions periodically, update them and ensure that they relate to the job performed, or to incorporate any proposed changes consistent with funding. This procedure will be conducted by the Head of School in consultation with the post holder

2. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to the job description following consultation.

Flexibility Clause:

1. Other duties and responsibilities express and implied which arise from the nature and character of the post consistent with funding.

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.

Signed: …………………………………………

Print Name: …………………………………………..   Date:...