The Chase
A SCHOOL OF EXCELLENCE

IT Support Technician

Hours: 37 hours per week, full year
Salary: Scale 6/SO1 (depending on experience)
Line Manager: Information Systems Manager

JOB DESCRIPTION

The I.T. Department provides and maintains services across the school using primarily Windows clients. In addition, we operate a Chromebook scheme that allows parents/students to sign up for a managed device that is supported by the school. The school network consists of virtualised servers, and a mix of primarily Windows desktops, Chromebooks as well as iMacs and other devices. Wi-Fi coverage is site wide, and the school operates a VOIP Telephone system. IP Based CCTV system is also in place that is supported via the department.

This position offers the opportunity to play a pivotal role in the sweeping changes that are currently affecting organisations as they move more and more services into the cloud.

DUTIES

1. To assist in the upkeep and maintenance of the various IT systems both on-premise and cloud based that are used by the school.
2. To work in a supporting role with our 1st Line support technician/Apprentice and assist in his/her training and development.
3. To work collaboratively with the IT Systems Manager on developmental projects,
4. To take a lead role in new software and device deployments and any other changes to the school network infrastructure.
5. To take responsibility for the creation/suspension of staff, student and parental user accounts
6. Assist in providing a rapid and responsive helpdesk for staff, students and parents using our online ticketing system and other support mechanisms.
7. Oversee the regular inspections of computer rooms, ensuring any remedial work is carried out or scheduled for a later time.
8. To deputise for the Information Systems Manager in their absence
9. To troubleshoot hardware/software problems, assisting staff and students where required.
10. Maintain and replace where required the network of projectors/LCD screens.

GENERAL

1. To work within the Appraisal process of the School, to evaluate performance and take full advantage of the training and development available.
2. To be aware of and comply with policies and procedures relating to Safeguarding, health and safety, security, confidentiality, and data protection, reporting all concerns to the appropriate person.
3. To attend and participate in meetings as required.
4. To contribute to the overall ethos/work/aims of the school.
5. To undertake any other activities requested by the Line Manager commensurate with the post.

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This job description 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 School in relation to the post holder's professional responsibilities and duties.