



THE DOWNS SCHOOL
& SIXTH FORM

THE DOWNS SCHOOL JOB DESCRIPTION

Job Title: IT Technical Services Technician	Reporting to: IT Technical Services Manager
Hours: 37 hours per week, full-time not Term Time Only	Salary: West Berks Payscale F (£27,269 - £31,067)

JOB PURPOSE

To provide technical IT support services to The Downland Federation as part of the IT Technical Services team, with specific assigned responsibilities. The role includes, but is not limited to:

- Resolving IT issues related to user equipment and services.
- Assisting users in the effective use of IT equipment and services.
- Supporting on prem and cloud-based systems.
- Maintaining and supporting user-facing IT facilities across our family of schools.

DESIGNATION OF POST AND POSITION WITHIN DEPARTMENTAL STRUCTURE

To be responsible to the IT Technical Services Manager

MAIN DUTIES AND RESPONSIBILITIES

All staff are expected to maintain high standards of ethics and behaviour, within and outside school by:

- *proper and professional regard for the ethos, policies and practices of the federation*
- *understanding and acting within Federation's policies and guidelines, including the School's Code of Conduct and ICT policy*
- *having an up-to-date knowledge of relevant safeguarding legislation and guidance in relation to working with and the protection of children and young people. The post holder is responsible for ensuring that the school's child protection policy is adhered to, and concerns are raised in accordance with this policy.*
- *promoting equality as an integral part of their role and to treat everyone with fairness and dignity.*
- *recognising health and safety is a responsibility of every employee, to take reasonable care of self and others and to comply with the School's Health and Safety policy and any school-specific procedures/rules that apply to this role.*

Summary of Duties

The IT Technical Services department maintains a strategic programme of development, maintenance and support of the IT provision to the schools. The IT Technical Services Technician is a key member of that team performing varied tasks, but with specific assigned responsibilities including 1st level IT support.

The school's IT infrastructure encompasses a wide range of systems, including but not limited to:

- **Windows desktop computers and laptops**, providing robust support for staff and students.
- **Interactive 75" displays** installed in each classroom, enhancing teaching and learning experiences.
- A **high-capacity multi-VLAN network** with 10Gb links for seamless connectivity.
- A **1Gb internet circuit**, secured with advanced web filtering appliances and firewalls.
- **Cisco Meraki wireless services**, ensuring reliable and comprehensive Wi-Fi coverage.
- **Domain services**, including Active Directory, DHCP, DNS, and Group Policies.
- **Microsoft 365 suite**, incorporating Teams, SharePoint, and Exchange to foster collaboration in teaching and learning.
- **Microsoft Intune** for mobile device management and security.
- **Microsoft Office** applications, supporting a range of administrative and educational needs.
- **Media applications**, including the Adobe Creative Cloud suite, for advanced content creation.
- **Cisco Duo** for multi-factor authentication and enhanced security.
- A **virtualised server infrastructure** running on VMware ESX for scalability and efficiency.
- **PaperCut** for print management and cost control.

As the world of IT is a fast-changing environment, this role will evolve to adapt to those changes and itself will be involved in bringing about that evolution through assisting users' grasp and use of new services and applications across the federation.

There will be occasions when out of hours support is required – morning assemblies and evening events, and as the services we provide can be used 24/7/365. There may be occasions when urgent issues may require out-of-hours working.

As the federation grows the scope of this role will evolve to encompass these schools. This role will also include on-site support to federated schools.

Key Responsibilities

- Provide IT support to staff and students, assisting them with the effective use of IT services.
- Maintain and troubleshoot user-facing IT equipment and services, ensuring optimal operation wherever possible.
- Prioritise support tasks based on importance, urgency, and workload, maximising the overall benefit to the school.
- Monitor and manage the helpdesk, ensuring prompt responses to user requests. Log and respond to helpdesk tickets in a timely and efficient manner.
- Deliver user application support, helping users explore advanced functionalities beyond their usual scope. This may include one-on-one training on topics such as Excel formulas, Word content formatting, Office macros, or image/video processing.
- Perform routine maintenance of user-facing IT equipment as needed or appropriate.
- Provide IT support for events, including setting up presentations, videos, or other technical requirements. Be available to address any issues during events, which may occasionally occur early in the morning or in the evening.

Additional Duties

- Any other duties that reasonably fall within the purpose of the post, and which may be allocated by your line manager or head teacher.

General

The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment.

This job description allocates duties and responsibilities, but does not direct the particular amount of time to be spent carrying them out, and no part of it may be so construed.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year, and it may be subject to modification or amendment at any time after consultation with the holder of the post.

The duties may be changed to meet the changing demands of the school at the reasonable discretion of the Headteacher.

This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.

**PERSON SPECIFICATION
IT TECHNICAL SERVICES TECHNICIAN**

Skills and Attributes			
	Essential	Working knowledge	Desirable
Experience of media editing applications with a good understanding of formats, data rates and file sizes and their application		✓	
High level skills in MS Office applications	✓		
IT enthusiast with the ability to impart that enthusiasm on others and guide users in the effective use of IT	✓		
Good logical technical problem solver able to analyse and resolve problems quickly and effectively	✓		
Good interpersonal skills at all levels	✓		
An appreciation of customer needs and quality of service	✓		
Ability to work with users of all levels of IT capability	✓		
Ability to prioritise within demanding work loads	✓		
Ability to work within agreed deadlines	✓		
An appreciation of and ability to work within formal procedures and standards	✓		
Keen attention to detail and accuracy with an appreciation for documenting.	✓		
Experience of the educational environment, primarily at secondary level			✓
Understanding of safeguarding policies and procedures		✓	
Understanding of GDPR and its implications		✓	
The ability to converse at ease with staff and students and provide advice in accurate spoken English is essential for the post.	✓		