THE POST

An IT Technician (1st/2nd Line Support) is required to help support a large IT infrastructure across the whole site. Your main role will be to provide a point of contact for staff and students, responding to IT incidents and providing 1st and 2nd line support. You will be maintaining IT equipment across Lutterworth College as well as ensuring equipment audits remain up to date.

Lutterworth College
Bitteswell Road
Lutterworth
Leicestershire
LE17 4EW

LUTTERWORTH COLLEGE

IT TECHNICIAN (1st/2nd Line Support)
We are seeking to appoint an IT Technician to respond to incidents and provide 1st/2nd line support to staff and students with the use of IT.
Permanent position to start as soon as possible
Full time, all year round 37 hours per week
Grade 7 *(Pt 11-14)* £20,856 - £22,131 per annum
8:00am – 4:30pm Monday to Friday
Shift Pattern subject to change in line with operational needs of The School.

"Pupils are friendly and outgoing. They are curious and have excellent study habits"
(Lutterworth College Ofsted, November 2017)

We would like from you:	*We can offer you:*
To be able to investigate, evaluate and resolve IT based problems. To possess the interpersonal skills necessary to work effectively with staff and students. To have GCSE A*-C or equivalent in Maths and English. To have the ability to work under pressure and as part of a team.	Excellent training and development. The chance to join an organisation that is going places.

For further information and details of how to apply please visit the vacancies page of our website www.lutterworthcollege.com and return completed application forms to: Diane Orton
E-Mail: d.orton@lutterworthcollege.com

Closing date: Friday 24th June 2022 (9am)
Interviews: w/c 27th June 2022

Lutterworth College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Any offer of appointment will be conditional upon a variety of pre-employment checks including an enhanced DBS disclosure, satisfactory references, evidence of your right to work in the UK and a satisfactory Health Check

THE TEAM

The Technical Services team at Lutterworth College is a small group of highly skilled & motivated individuals supporting the school with all educational technologies with a priority on teaching and learning. We operate a large Microsoft AD managed network running around 500 Win10 devices and over 200 Cloud managed (MEM) laptops. The backend infrastructure currently consists of 50 server VMs, hosted on Microsoft Hyper-V clusters with a goal of moving to a hybrid cloud setup within the next 12 months and ultimately to a fully cloud setup.

The team support all curriculum & business services used by the organisation such as Microsoft 365/Teams/Azure, SIMS, Web Filtering, Managed Print, and college payroll systems. Additionally, we'll carry out minor hardware repairs and maintenance in house. And we're committed to providing our staff & students with reliable and resilient systems that they can depend upon.

We have a diverse range of skills and duties within the team and support each other when specialist knowledge is required including audio visual and media-based skills. We pride ourselves on the excellent customer care-based service for both staff and students across the school.

Job Description

Post Title:	IT Technician (1st/2nd Line Support)
Purpose of Post:	To provide an effective IT and Technology support service across the School
Reporting to:	Network Manager
Salary / Grade:	Grade 7 (Points 11-14)
Hours:	Full time, 37 hours per week.

Main (Core) Responsibilities

- Supporting the Network Manager in the provision and maintenance of effective IT systems, networking, and other related technology.
- Installation, maintenance and upgrading of IT equipment and software.
- Proactively supporting users in technical aspects of IT
- Leading the development of a specific IT or technology related project as directed by the Network Manager.
- Developing instructional guides for users to support efficient use of available systems.
- Prioritising and progressing support requests via the IT Support desk system, keeping users informed and updated on progress.
- Carrying out repairs to hardware not covered by warranties and within own ability, to ensure maximum availability and cost effectiveness of all IT equipment in the school.
- Maintaining an accurate IT asset register.
- Ensuring that all work undertaken is delivered in line with IT Support SLA's.
- Attend educational programmes, workshops, and seminars to stay up to date with developments in the IT industry.

Additional duties to include:

- As part of a team of support staff, aid with the invigilation of examinations if required.
- As a member of staff working in a school setting to have a duty to help keep young people safe and to protect them from sexual, physical and emotional harm and to take reasonable steps to ensure the safety and well-being of students.
- To ensure awareness of and compliance with personal responsibilities and requirements of The School's policies and procedures including Health & Safety – reported to the Line Manager and Health and Safety Committee.
- As a member of staff in an organisation that works in partnership with other organisations, to contribute to the development and sharing of good practice into partnerships with other schools and relevant bodies. This may include undertaking duties and work in other schools and at other locations.
- May be required to be an appointed person for first aid.
- May be required to accompany and supervise students on educational visits.
- To carry out such other duties which may be required from time to time within the grading of the post.