

Job Description



Post Title: IT Technician
Post Grade: APT + C Scale 2 point 4
Hours 37 hours
Department: Based in Information and Communication Technology

The information given on this job description is intended to provide both post holder and management with an understanding and appreciation of the workload of this particular job and its role within the organisation.

The job description outlines the main duties and responsibilities under broad headings only, as it is not possible to specify every item in detail.

Prime objectives of Post:

To assist the Network Manager in running of networks in the school and Sixth Form College.

To carry out the regular maintenance and repair of equipment, as directed by the Network Manager.

To support teachers and students in using the ICT facilities.

Supervisory Responsibilities:

To supervise the proper use of ICT equipment by students

Supervision Received:

The IT Technician will be responsible to the Network Manager

Decision Making:

The IT Technician will be involved in decisions made about IT purchases.

Responsibility for Assets

Maintaining the security and safe use of hardware and software in their care.

Contacts

Network Manager, Teaching Staff, Pupils, Administrative staff, Suppliers.

Range of Duties

Network Tasks:

- Configuring and deploying software across the network
- Managing user accounts and workstations
- Ensuring the security of the network by installing antivirus software and windows updates
- Setting up and maintaining staff and student email accounts
- Developing and promoting use google classroom and school website
- Supporting a wide range of software, hardware, operating systems and advising on its best use
- Assisting end users with software and hardware issues
- Assist in the deployment of desktops, laptops and mobile devices, ensuring compatibility and compliance with existing systems
- To help with the instillation of and upgrade of the school infrastructure
- Troubleshooting and repairing IT equipment to component level
- Solving problems with printers, projectors and interactive whiteboards
- Liaising with suppliers to arrange the repair of equipment under warranty
- Performing equipment audits and updating the inventory as required
- Keeping track of and prioritising IT support requests
- Ensuring IT Rooms and equipment are fit for purpose
- Maintain an inventory of all IT equipment
- Offering IT support in lessons as requested by staff
- Following relevant health and safety procedures
- Escalating issues where appropriate

Other:

To carry out any reasonable duties within the IT department, under the direction of the Chief operations officer, Network Manager and SMT..