Job Description: I.T. Technician

Responsible to: I.T. Engineer

Line Manager: I.T. Network Manager

Pay Range: Scale 5 points 9-12

Time Allocation: 27.5 hours per week / (core hours to be agreed prior to starting)

Purpose of the Post:

To be responsible for the day-to-day 1st and 2nd Line support of the School network, applications, solutions and hardware. Ensuring all I.T. related issues are addressed, documented and resolved in a timely and professional manner. Working alongside other I.T. colleagues and where necessary third-party partners/parties to support this aim. Supporting the I.T. team assisting in projects that further enhance the I.T. Network. Throughout ensuring administration and learning outcomes are maximised. This is a hands-on role requiring excellent communication and IT skills and a willingness to learn.

Responsibilities:

Responsibilities include, but are not limited to:

* Management of the I.T. Helpdesk system taking ownership of appropriate tickets, allocating others to relevant team members and ensuring timely responses\updates, aiming to ensure tickets are resolved.
* Liaise with the school staff/students and third party suppliers/contractors to help gather further information in relation to specific issues.
* Progressing and escalating issues raised that cannot be resolved to the I.T. Network Engineer\Manager
* Keep accurate and timely records within the helpdesk system making sure that requesters receive feedback on the progress of incidents, service requests and changes.
* Progress and resolve technical faults and requests within a timely manner.
* Analyse and progress solutions and make recommendations where necessary.
* Take a proactive lead in supporting queries relating to
	+ Printing
	+ Audio Visual issues (projectors/speakers/connections)
	+ Desktop and laptop hardware
	+ Software installations, updates and maintenance
	+ Network connectivity
	+ Asset management
	+ Staff and student user\self-help guidance
	+ Staff application/software and cloud based systems basic usage guidance
	+ Cyber security
* IT suite maintenance - Check hardware regularly, repairing faults or escalating more complicated faults as appropriate
* Provide basic training to users on an as required basis
* Prioritisation of own workload.
* Support adherence to ICT policies, including those relating to safeguarding and internet usage and report any concerns
* Work alongside third-party partners/providers either as part of the change implementation or as part of fault analysis and resolution.
* Undertake a maintenance schedule on specified assets keeping accurate records of work undertaken.
* Be a proactive member of the I.T. department and share in all the tasks within the department.
* Keep up-to-date with developments in Education I.T. and wider I.T. environment - undertaking available training opportunities and demonstrating a commitment to continuous development
* To work flexibly, undertaking tasks as directed, commensurate with the grade of the post
* To demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the Network Manager