



## IT Technician Job Description

Position	<b>IT Technician</b>
Salary	<b>Grade E, SCP 6 – 9 (£23,893 - £25,119 FTE)</b>
Tenure	<b>Established</b>
Time	<b>Full-time 37 hours per week / 52 weeks pa Possibility of alternative Part-time 37 hours per week / 41 weeks pa (Term-time + INSET + 2 weeks in summer holiday)</b>
Responsible to	<b>Network Manager and School Business Leader</b>
Managing	<b>n/a</b>

This is a full-time position working 37 hours per week but consideration will be given to the role being part-time in terms of the number of weeks (potentially 41 being term-time plus INSET days and providing an additional two weeks of cover during the summer holiday period). The IT Technician will work flexibly, as and when necessary, to ensure the School's needs are met. It is expected that the post holder will take leave during school holidays where possible and will be contactable outside core hours in the event of operational issues requiring an urgent response.

### Main Purpose of the Role

- Supporting the School's Network Manager in delivering an effective on-site support service including but not limited to:
  - Responsibility for delivering an effective, high quality IT support service to users and ensuring continuity of services.
  - Providing end-user support for a wide range of hardware and systems, including the internal telephone system.
  - Ability to support and manage applications and administration;
  - Creating and managing network user accounts, ensuring correct access rights and audit as required.
  - Responsibility as directed by the Network Manager for the configuration of the School's network infrastructure, including but not limited to firewalls, routers, switches, servers.
  - Liaison with third party support companies to provide additional guidance when required by the Network Manager.

### Key Responsibilities

#### *Operational Management*

- Contribute to the effective performance and service provision of IT services taking a proactive approach to identifying possible issues and thereby reduce and mitigate risks and minimise disruption.
- Participate in the collection, collation, processing and storage of data and information to comply with school reporting requirements.
- Diagnose and resolve complex network, software and hardware faults.
- Perform maintenance repairs and upgrades.
- Work with minimum supervision; planning and arranging own workload.
- Implement routine manual and computerised systems, practices and procedures to ensure that data and information is current, relevant, effectively and securely collected and that reporting complies with planned outcomes and obligations, reporting any concerns as required.
- Maintain the integrity and security of all systems by use of appropriate user protocols and undertake related monitoring and reporting.

- Ensure adequate, effective protocols are in place and operational for backing up and restoring systems.
- Provide user support to identify and respond promptly to system or process issues that arise within an agreed framework of performance criteria.
- Identify areas of potential risk to develop and implement contingency arrangements to respond to any unforeseen or unplanned circumstances that may arise to maintain the safety and security of data and information, maintain security and minimise disruption.
- Contribute under the leadership of the Network Manager to projects as required including IT security and efficient use of resource.
- Maintain an up to date knowledge of IT developments.
- Support teaching staff and pupils in technical aspects of IT.
- Maintain computer files by backing up, archiving and deleting information as appropriate.

#### *Communications*

- Communicate effectively with all staff, contractors and pupils.
- Liaise with all areas of the school and outside organisations as appropriate.
- Communicate with staff and pupils as part of IT technical support to solve complex issues and provide IT related advice on service provision.
- Identify school staff training issues and deliver appropriate IT training.

#### *Resource Management*

- Responsible for installing, testing and maintaining hardware and software under the direction of the Network Manager.
- Assist the Network Manager and the School's Finance staff in maintaining an inventory of software and hardware.

#### *Safeguarding*

- Be committed to safeguarding and promoting the welfare of children, young people and adults.
- Maintain confidentiality as appropriate

#### *Systems and Information*

- Share information appropriately.
- Attend staff meetings and training days.
- Maintain a comprehensive database of all support requests.
- Create and manage all network user accounts, ensuring correct access rights and audit as required.
- Keep up to date with IT developments.

#### *Data Protection*

- The post holder will comply with the School's policies and supporting documentation in relation to the Information Governance; this includes Data Protection, Information Security and Confidentiality.

#### *Health & Safety*

- Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure,
- Work with colleagues to maintain health, safety and welfare within the working environment.

#### *Equalities*

- We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities.
- Within own area of responsibility, work in accordance with the aims of the Equality Scheme.
- Develop own and team members understanding of equality issues.

Please note that these responsibilities will be reviewed from time to time and may be amended as is reasonable by the Headmaster. These duties are neither exclusive nor exhaustive and the post holder may be required to undertake other duties and responsibilities commensurate with the post, as reasonably requested by the Headmaster.

Signed: \_\_\_\_\_

*IT Technician*

Signed: \_\_\_\_\_

*Headmaster*

Date: \_\_\_\_\_