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**Mount Grace School
Church Road
Potters Bar
Hertfordshire
EN6 1EZ**

**Tel: 01707 655512**

**Job Description – IT Support Technician**

**Line Manager:** Headteacher

**Hours:** Full Time (37 hours per week), 52 weeks per year

**Grade :** H3

**Purpose:** To provide IT support to Mount Grace School

**Main purpose**

To contribute to the delivery of an effective IT support service throughout the school to respond to identified need, ensure continuity of service and achieve planned reporting objectives and deadlines.

**Key responsibilities**

1. Contribute to the effective performance and service provision of IT services to minimise disruption.
2. Participate in the collection, collation, processing and storage of data and information to comply with school reporting requirements.
3. 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.
4. Maintain the integrity and security of all systems by use of appropriate user protocols and undertake related monitoring and reporting.
5. Provide user support to identify and respond promptly to routine system or process issues that arise within an agreed framework of performance criteria.
6. Support 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.

**Job Context**

* Provides internal IT user support service for the benefit of pupils and staff.
* Will support the use of IT within the school environment both by ensuring software and hardware is maintained and updated. May also support staff and pupils directly in helping them maximise learning.
* Communicates with staff and pupils as part of IT technical support to solve issues and provide IT-related information and assistance.
* Works to planned schedules alongside responding to issues as they arise to ensure continuity of service and achieve planned reporting objectives and deadlines.

**Knowledge, Skills & Abilities**

* Requires a range of up-to-date technical knowledge of IT, equipment, services, facilities all hardware and software applications to support learning and management within a school environment.
* Skills with hardware and software to support IT services.
* Knowledge and skills equivalent to national qualifications level 3.
* Communicates with staff and pupils as part of IT technical support to solve issues and provide IT-related information and assistance.
* Keyboard skills for data processing.

**Supervision**

* May demonstrate own duties to new or less experienced staff.

**Problems, Demands & Decisions**

* Work in IT support is regularly interrupted, although this does not normally require switching from one activity to another. Short periods of concentrated mental attention.
* Exposure to emotionally demanding situations is infrequent.
* Makes decisions on routine issues relating to system procedures and issues. More difficult issues referred upwards.

**Dimensions**

* No financial responsibilities.
* Responsible for supporting and maintaining IT systems and services.

**Physical Effort**

* Working sometimes in confined and awkward spaces with short periods of greater effort e.g., moving IT equipment.

**Working Environment**

* Work normally in an office, IT suite, classroom, or similar environment.

**This Job Description is not a comprehensive definition of the post.**

**It is to be reviewed and updated annually**