JOB DESCRIPTION

Job Title: IT Technician

Reports to: Head Teacher

Salary Range: Grade E

Hours: 20 Hours per week

Job Description: IT Technician

Position Overview:
The IT Technician plays a critical role in ensuring that all technological resources across the school function effectively enabling teachers, teaching assistants, and administrative staff to perform their roles efficiently. This includes managing and maintaining iPads, laptops, interactive whiteboards, and databases, while ensuring systems are up-to-date and operating smoothly.

The role involves adding approved apps to iPads in a timely manner, advising on equipment replacements and upgrades and managing Microsoft systems, including OneDrive. Knowledge of filtering systems, firewalls and data security (ideally Smoothwall), as well as experience with CCTV systems for viewing and extracting information, is essential.

Main Duties and Responsibilities:

- **Technical Support:**
  - Provide comprehensive IT support to teachers, teaching assistants, and administrative staff, ensuring their technological needs are met effectively.
  - Troubleshoot and resolve issues with iPads, laptops, interactive whiteboards, and other hardware or software used across the school.
  - Set up and maintain audio-visual equipment for school events and presentations.
- **Device and Asset Management:**
  - Maintain an accurate and up-to-date asset database, including the assignment and location of all laptops, iPads, and other IT equipment.
  - Ensure a regular audit of equipment including laptops and iPads.
  - Ensure approved apps are added to iPads as instructed by the Senior Leadership Team (SLT) in a timely manner.
  - Advise the SLT on replacement cycles, updates and recommendations for the most suitable equipment upgrades.
- **Network and System Administration:**
  - Manage the school's network, ensuring day-to-day operations run smoothly, including helpdesk tasks, backup checks and antivirus updates.

- - Monitor internet filtering and firewall settings, ensuring compliance with safeguarding guidelines, in collaboration with the Designated Safeguarding Lead (DSL).
    - Setting up of Microsoft 365 accounts and admin
    - Management of iPads via Mosyle
- **Software and Security:**
    - Oversee Microsoft systems, including OneDrive, ensuring data security and accessibility for staff.
    - Setting up of email address and licences as required, including for new staff
    - Maintain an in-depth knowledge of GDPR requirements, ensuring data protection policies are upheld.
    - Utilize and manage the school's CCTV system, including extracting and securing footage when needed.
- **Liaison and Collaboration:**
    - Collaborate with external IT service providers to resolve complex technical issues as required.
    - Provide training and guidance to staff on using IT systems effectively, including troubleshooting common issues.
- **Health and Safety:**
    - Follow and enforce health and safety policies related to IT use within the school.
    - Ensure all work complies with child protection and safeguarding policies, maintaining confidentiality at all times.

Personal Qualities and Requirements:

- ICT-related qualifications.
- Strong knowledge of Microsoft systems, including OneDrive.
- Experience with firewalls, filtering systems, and data security (knowledge of Smoothwall is an advantage).
- Ability to manage and maintain hardware such as iPads, laptops, and interactive whiteboards.
- Skilled at organizing, prioritizing workloads, and working independently.
- Excellent communication skills, both written and verbal, with the ability to interact effectively with staff and students.
- Logical problem-solving skills and attention to detail.
- A flexible, approachable personality with a good sense of humour.

Additional Information:

This job description reflects the current requirements of the position. As the school's needs evolve, the responsibilities of the post may be subject to amendment in consultation with the post-holder.