

# Morpeth School

## JOB DESCRIPTION IT Technician

**Salary:** NJC Scale 4 (£24,279 - £25,614)

**Working Arrangements:** 35 hours per week, All Year Round, 8.30 am to 4.30 pm

**Responsible to:** IT Infrastructure Manager

**Purpose of Job:** To work as an active member of the IT services Department providing technical support for all aspects of ICT activities and resources across the school. This will require the postholder to instigate and progress work with the aim of continually improving the educational environment, working with both staff and pupils.

### Main Duties and Responsibilities:

To provide a wide range of technical support.

To undertake day to day maintenance (including changing printer cartridges, projector bulbs, remotes, IWB pens, etc) and repair of ICT equipment and to participate in a preventative maintenance programme.

To support other network based systems such as IP telephony, access control, CCTV, cashless catering, wireless AP, internet filtering, antivirus protection, data backups etc.

To support with the setting up of equipment for both curricular and extra-curricular activities such as assemblies, training sessions and after school clubs.

To maintain a daily work log, recording details of tasks undertaken and regular reporting to other members of the department.

To ensure that ICT systems, procedures and assets are documented and that movement of assets is controlled and centralised and the helpdesk inventory is kept up to date. This will include hot swap stock and spares.

To ensure the delivery and maintenance of the standard desktop image, providing a timely reimaging process.

To perform software installation and pre installation testing and maintenance of the software library – recording and maintaining software utilised and licensing requirements.

To support with ICT equipment disposal, ensuring that this is carried out in accordance with the school and statutory guidelines.

To ensure that incidents are logged in order to support on-going maintenance issues.

To assist with the installation, configuration and upgrading of all school ICT equipment and resources.

To distribute resources and provide informal support of staff in the use of hardware and software, including online cloud based platforms such as Google Classroom & Office 365.

To maintain satisfactory standards of health, safety and security, at all times, when working with staff, students and equipment.

To carry out administrative duties aligned to the work of the department.

To support the school in the delivery of an efficient SIMS MIS.

Any other duties commensurate with the grading of the post.

## **IT TECHNICIAN**

### **SELECTION CRITERIA:**

Previous school based experience would be desirable.

A good understanding of LAN and network technologies and Microsoft operating systems (both client and server). Experience of Mac OS and applications would be desirable.

A sound knowledge of PC Hardware, with the ability to install, configure and troubleshoot PC components and peripherals and to perform minor repairs.

A self-motivational work ethic and the ability to support others within the team.

Excellent organisational skills, with a calm methodical approach to problem solving (without regular supervision).

An understanding of the need to maintain records of work undertaken.

Excellent communication skills and the ability to relate to both staff and pupils.

A keenness to improve and develop technical skills.

An awareness of the need to work within satisfactory health and safety guidelines.

Commitment to the protection and safeguarding of children and young people