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

**Tel: 01707 655512**

**Job Description – IT Technician**

**Line Manager:** Headteacher

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

**Grade :** H5

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

**Main purpose**

To support the use of IT within the school environment through maintenance of IT software, hardware and related equipment, and providing support to staff and pupils to ensure administration and learning outcomes are maximised.

**Key responsibilities**

1. Be responsible for the installation and maintenance of computer hardware and software.
2. Maintain a comprehensive database of all support requests and allocate jobs to appropriate staff.
3. Ensure dedicated IT areas are ready for use each day and that they are in good working order at the end of each day.
4. Check hardware regularly, repairing simple faults or reporting more complicated faults to a specialist technician / audio-visual service / contractor as appropriate.
5. Support teaching staff / pupils in technical aspects of IT.
6. Maintain computer files by backing up / archiving and updating/deleting information as appropriate.
7. Maintain and develop network.
8. Support adherence to IT policies, including those relating to safeguarding and internet usage and report any concerns.
9. Resolve hardware / software technical issues.
10. Provides basic IT training.

Individuals in this role may also undertake some or all of the following:

1. Carry out desk-top publishing procedures.
2. Provide bespoke IT training for staff and pupils.
3. Check and maintain stocks of IT equipment.
4. Supervise IT support staff.

**Job Context**

* Provides IT training and technical support for the benefit of pupils and staff, requiring explanation and guidance.
* 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.
* May interact with pupils, teachers and other staff, normally on commonly occurring IT issues, explaining how to use software or IT accounts.
* Will undertake routine upgrades, resolve issues that arise unexpectedly as required.

**Knowledge, Skills & Abilities**

* Knowledge and experience in a range of IT system and software packages.
* Working at or towards national occupational standards (NOS) for IT Users and knowledge / skills equivalent to current national qualifications in IT Level 3 and / or vendor qualifications for the specific hardware / software used.
* Requires up to date practical and procedural IT knowledge / skills with hardware and software to support IT teaching and learning Knowledge.
* Keyboard skills for data processing.
* Regular communication with pupils, teachers and other staff, normally on commonly occurring IT issues, explaining how to use software or IT accounts.

**Supervision**

* Works within procedures but can make some non-routine decisions, for example taking necessary action needed to fix technical faults.
* Some day-to-day allocation of work to other staff, requiring supervisory responsibility or provision of staff training.

**Problems, Demands & Decisions**

* Resolves technical faults and varied IT issues.
* Work in IT support is regularly interrupted, although this does not normally require switching from one activity to another.
* Works within procedures but can make some non-routine decisions, for example taking necessary action needed to fix technical faults.

**Dimensions**

* No financial responsibilities.
* Responsible for IT systems and processes including safe storage of information and maintain the integrity and security of the network.
* Regular supervisory responsibility for a team of staff.

**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**