

Sir John Leman High School



IT Technician

Grade 3 (above the bar)

Scale Point – Grade 3 Point 7 – 10

Actual salary - £20,092 – £21,748

Level Description

All duties will be carried out within recognised procedures or guidelines.

The role may include ad hoc duties which require initiative.

There may be some need to interpret information or situations to solve problems.

There may be some need to use analytical, judgemental, creative and developmental skills.

Manager will be available for direction as required.

Responsible to

Senior IT Technician

Responsible for

Duties as required to support the IT support functions within the school.

Job Description

Typical duties will include but are not limited to:-

- Offering support to students, staff members and visitors in relation to the IT support functions within the school.
- Investigating faults, diagnosing and repairing hardware and software faults, sourcing parts and technical support as required.
- Hardware and software installations/upgrades
- Maintaining the school's IT inventory
- Creating and updating user guides as necessary
- Assisting with technical and software queries raised by staff and students

- Creating user areas and passwords for new staff and students and deletion of old accounts
- Maintaining stock levels of consumables and ordering as necessary
- Maintaining accurate records of IT equipment throughout the school including hardware inventory
- Some flexibility will be required for supporting after school events on an ad hoc basis
- Organisation of IT office
- Other IT support duties, commensurate with grade

Person Specification

- Demonstrable experience in trouble shooting IT issues, with a keenness to learn and increase knowledge
- Good levels of literacy and numeracy
- An understanding of school structure
- Ability to prioritise and meet deadlines
- Ability to work on own initiative and as part of a team
- High levels of accuracy
- High levels of self-motivation and a positive approach
- Good sense of humour