



SUPPORT STAFF

ROLE: IT Technician

RESPONSIBLE TO: Manager of IT Technicians

CONTRACT: Fixed Term

SALARY: £28,531-£30,772

WORKING PATTERN: All Year Round (52 Weeks, Per Year) working five days per week Mon-Fri between 08.00-16.00 (With annual leave and Bank Holiday entitlement).

MAIN PURPOSE OF THE ROLE

- To provide technical support and assist pupils, staff, and other users within the academy with IT support requests, document requests, and changes. Ensure compliance with policies, procedures, and both school and internal IT guidelines.
- Work within the IT department and across the wider school campus, undertaking a range of day-to-day support tasks as well as project work as directed by the IT Director and Managers.
- Provide in person support across the school campus.

DUTIES

- In conjunction with the IT Director and Manager of IT Technicians, deliver the school's ICT service.
- Provide desk-side and classroom-based support across the campus
- Reset users' passwords as required, and ensure that users and devices are assigned to the correct security or OU groups.
- Support specific cloud-based applications for staff and students, including Google Workspace.
- Maintain, upgrade, build, and repair a wide range of computers and peripherals, including managing a comprehensive inventory system.
- Install network and stand-alone software, ensuring the smooth integration of all PCs, including laptops, into the network.
- Using asset management software, add, remove, and edit assets, and monitor the locations of current equipment. Dispose of old equipment in line with GDPR and disposal guidelines.

- Ensure that the school's network runs efficiently; provide technical support, resolve hardware and software issues, investigate faults, and liaise with other team members.
- Support the use of technology during examinations, ensuring that laptops are correctly set up and fully operational for both mock and public exams, in accordance with JCQ guidance.

Project Work

- Work alongside the IT Director, IT Projects Lead, and contractors as directed, to ensure that works are carried out to the agreed standards and specifications.
- As directed by the IT Director, liaise with vendors to identify required equipment and software solutions, obtain quotations, and prepare any necessary documentation, including (but not limited to) purchase orders and technical specification comparisons.

School and Network Security

- Refer any security, firewall, or filtering breaches to the Safeguarding Team, IT Director, and other relevant SLT members or appropriate staff.
- Be proactive in reporting any concerns related to network security.

General Duties

- Be fully aware of, and understand, the duties and responsibilities arising from the Children Act and *Working Together to Safeguard Children* in relation to child protection and safeguarding, as they apply to the worker's role within the organisation.
- Be fully aware of the principles of safeguarding as they apply to vulnerable adults, in relation to the worker's role.
- Occasional extended hours may be required to meet with external contractors, support examinations IT requirements, or assist with project delivery.
- Ensure that the Manager of IT Technicians is made aware of, and kept fully informed about, any concerns the worker may have in relation to safeguarding and/or child protection.
- Undertake any other duties that are assigned by Principal / Headteacher / Deputy headteacher commensurate with the grade of the post.
- Declare any personal or family connection with any candidate.

Signed:

Postholder Name

Line Manager Name

Date

PERSON SPECIFICATION

Support Staff

QUALIFICATIONS

- IT Certifications - desirable
- Degree level education - desirable

EXPERIENCE

- Working in a school IT environment.
- Working with young people.
- Hands-on experience in working with internal PC components.
- Administration experience, working with equipment registers.
- Working with multiple deadlines.

KNOWLEDGE AND SKILLS

- Good interpersonal and communication skills, especially when dealing with individuals in potentially stressful situations.
- A calm and approachable manner.
- Excellent attention to detail.
- Strong teamwork skills.
- Advanced IT skills and familiarity with many general software applications used in schools.
- Flexibility and the ability to respond effectively to events -working hours may vary during examination periods or for school events.
- Proven creative problem-solving skills.
- Understanding of GDPR and cyber security concepts, including practical implementation.