

JOB DESCRIPTION

Overview

Job Title: IT Technician
Responsible to: IT Network Manager
Salary: H4
Hours: 37 per week term time (38 weeks plus 5 inset days and 10 days in school holidays)

About Us

Watford Grammar School for Boys is a high achieving school with Academy status. We are committed to maintaining and developing our IT infrastructure as well as ensuring that systems and structures enhance the education of our students. All students in years 8-13 bring a digital device into school every day. As well as other benefits and wellbeing initiatives, our Admissions Policy prioritises children of staff

About You

We are seeking to appoint a highly organised, team player to work as part of our IT team. The enthusiastic, well-qualified and experienced IT Technician will help to provide IT support to students, staff and parents in this large school of approximately 1600 students and 200 staff. The ideal candidate will have a passion for technology, together with excellent technical and problem-solving skills.

The successful candidate should show excellent interpersonal skills and an ability to communicate easily, clearly and politely with end-users with various levels of IT literacy.

Essential attributes

- 1) Has a passion for IT
- 2) Possesses excellent technical and problem solving skills
- 3) Is highly motivated and willing to take ownership of problems
- 4) Is able to work as part of a team
- 5) Has a flexible and dynamic approach to work
- 6) Is proactive, approachable and supportive
- 7) Has excellent written and verbal communication skills
- 8) Has the ability to work well under pressure
- 9) Is highly organised
- 10) Is able to support and develop junior members of staff

Desirable knowledge and experience:

- 1) Network devices: HP servers, switches, SAN, and the Wi-Fi system (ARUBA)
- 2) Virtualisation technologies (We have Hyper-V)
- 3) Active Directory, Group Policy, DHCP, DNS, WSUS, RDS, and network printing solutions
- 4) Microsoft 365
- 5) Google Suite i.e. Google Mail, Google Classroom etc.
- 6) Windows server and desktop operating systems
- 7) Maintaining IT Security, Watchguard Firewall, Sophos Anti-Virus
- 8) Server backup technologies (We have VEEAM)
- 9) Is able to maintain, upgrade and repair a wide range of PCs and peripherals
- 10) Setting up / Troubleshooting AV Hardware / Software

We hope that you do have knowledge and experience in the desired areas, however training can also be provided.

Main Areas of Responsibility

- 1) End-user Support: Respond to support requests
- 2) Install operating systems, applications and troubleshoot software issues
- 3) Upgrade/repair/maintain the IT/AV hardware in the school
- 4) IT Network Support: perform diagnostic and troubleshoot networking hardware
- 5) Maintain user accounts and file permissions
- 6) Implement and suggest improvements to school backup, virus protection and security procedures
- 7) Track external support calls and report performance of external contracts
- 8) Follow relevant H&S procedures and raise awareness among staff and pupils
- 9) Support and provide advice to pupils and staff re the appropriate use of ICT
- 10) The post holder will be expected to carry out such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility