



Job Description

KEY INFORMATION	
Post title:	IT Technician
Grade:	5
Responsible to:	IT Manager
Responsible for:	N/A

OVERALL PURPOSE OF JOB
Support the provision of a high quality IT service to staff and students, troubleshooting general IT issues and providing first line IT support

MAIN DUTIES AND RESPONSIBILITIES	
1	Provide first line IT support to staff and students, ensuring IT issues and requests are dealt with in a professional and appropriate manner and escalating any incidents where necessary
2	Maintain regular communications with the appropriate staff and provide updates until incidents have been resolved
3	Set up and maintain user accounts, ensuring that new staff and students receive details in a timely fashion
4	Maintain computer peripheral equipment such as scanners, printers, whiteboards, projectors, touchscreens, etc., and ensure that it is tested and prepared for use when required
5	Install, configure and test new software, ensuring licensing compliance, under the direction of the IT Manager
6	Image, deploy and manage desktops, laptops and other end points and devices such as printers and whiteboards
7	Carry out scheduled maintenance checks for ICT equipment
8	Support the IT Manager with IT related project work as and when required
9	Provide technical support for staff presentations, open evenings, parent evenings, etc., as and when required



10	Keep accurate and up to date records, including IT software and hardware inventories and of IT usage
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GENERAL RESPONSIBILITIES	
1	Uphold professional standards for the role and follow all school and Trust policies and procedures.
2	Comply with Child Safeguarding Procedures and adhere to the Trust's Child Protection and Safeguarding Policy at all times.
3	Participate in performance management and take part in appropriate training and development activities.
4	Maintain confidentiality in all areas of work and process personal and sensitive information in accordance with relevant legislation.
5	Undertake other reasonable duties as requested, in accordance with the changing needs of the organisation.



Person Specification

All points are essential unless otherwise specified

Qualifications	
1	GCSE maths and English at grade C/4 or above, or equivalent qualifications
2	<i>Professional IT related qualification (desirable)</i>
Experience	
1	Experience of working in an IT support role
2	<i>Experience of working in a school or educational setting (desirable)</i>
Skills/Knowledge/Abilities	
1	Knowledge of networking and management of network hardware
2	Knowledge of Microsoft Windows, Office software and other desktop products
3	Knowledge of current software operating systems
4	Good written and verbal communication skills with the ability to communicate effectively with a range of staff, students and other stakeholders
Personal Attributes	
1	Ability to work successfully alone and as part of a team
2	Ability to work well under pressure and manage competing deadlines
3	Flexibility, with excellent organisational skills and the ability to adapt to changing circumstances
4	Ability to problem solve and think creatively
Safeguarding	
1	Demonstrate a commitment to safeguarding children and ensuring the welfare of children
2	Be able to remain calm, empathetic and treat all students with dignity and respect, even when faced with challenging behaviour
3	Satisfactory Enhanced DBS check