



Fox
Primary
School



Ashburnham
Primary
School



Avonmore
Primary
School



Avondale Park
Primary
School



St Anne's &
Avondale Park
Nursery School

Job Description

Name of School: Fox Federation Schools

Location: On-site (5 days a week across multiple school locations, with the option of remote working for 1-2 days)

Post: Junior IT Support Technician

Responsible to: IT Manager

Grade: RBKC Grade D Spine point 12-20 £31,716 - £35,862 FTE

Salary: £28,300.43 - £31,999.93 pro rata depending on experience

Hours: 36 hours a week, Monday to Friday, term time only

Main Purpose of Job

The Junior IT Support Technician will be responsible for providing first-line technical support, maintaining IT hardware and software systems, and supporting various administrative and operational tasks related to the schools' IT needs. This role will involve hands-on technical work, troubleshooting, and offering support across multiple locations with support from the Federation IT Network Team. The candidate will be expected to ensure the smooth operation of IT services, support assemblies, and manage basic procurement and IT training for staff.

Key Responsibilities

1. Technical Support & Troubleshooting:

- Monitor and respond to service desk tickets within agreed timeframes.
- Provide 1st line support for IT issues, including onsite and remote assistance.
- Assist with hardware repairs, system issues, phone management, touch screen problems, and troubleshooting general AV and equipment malfunctions.
- Set up and manage AV systems for events and assemblies.

2. Hardware & Software Management:

- Install and configure new PCs, laptops, iPads, Chromebooks, and printers.
- Fix, maintain, and manage laminators and printers.
- Update and manage iPads, laptops, and Chromebooks, assigning them to staff and students.
- Monitor and ensure equipment is in good working order, conducting basic repairs when necessary.
- Dispose of outdated equipment in compliance with IT and environmental policies.

3. System Administration:

- Create, administer, and manage Google accounts for children and staff.
- Manage logins, email systems, Google Drive, Slack, and Wonde sync for users.



- Reset passwords and troubleshoot account access issues.
 - Support onboarding and offboarding of staff with necessary technical assistance.
4. **Asset & Procurement Management:**
- Maintain an up-to-date asset register, tracking equipment across locations.
 - Handle procurement for IT supplies, equipment, and services.
 - Assist with the move and setup of equipment during school relocations (e.g., Avonmore move).
5. **Assembly & Event Support:**
- Record assemblies, performances, and other school events as required.
 - Assist with technical setup for Friday assemblies and other school events.
6. **Training & Development:**
- Provide basic IT training for staff on hardware and software use.
 - Keep up to date with new technologies and participate in relevant training opportunities.
7. **CPD & Marketing Support:**
- Assist with CPD (Continuous Professional Development) mailouts and surveys.
 - Manage the MailChimp account and basic marketing for CPD programs.
8. **Compliance & Cybersecurity:**
- Ensure compliance with IT-related legislation, including data protection and software licensing.
 - Participate in safeguarding activities and backup procedures to ensure system safety.
 - Alert relevant colleagues to any potential cyber vulnerabilities or incidents and assist with resolution.

Requirements

- Basic understanding of IT systems, software, and hardware troubleshooting.
- Familiarity with Google Workspace (G Suite), Slack, and basic account management.
- Strong organizational skills and attention to detail for maintaining asset registers and managing procurement.
- Ability to manage multiple tasks and provide support across different school sites.
- Good communication skills, with the ability to provide basic IT training to staff.
- Understanding of data protection regulations and health and safety standards related to IT.

Preferred Qualifications

- Experience in a similar IT support role, ideally within an educational environment.
- Familiarity with school policies and government guidelines regarding IT service delivery.
- Knowledge of AV setups, CCTV systems, and remote working tools.