



IT Technician

37 hours per week, 52 working weeks per year

Responsible to: IT systems manager

Liaison with: Staff, students, parents and external suppliers

Job purpose:

- Maintain the smooth day to day running of the school computer systems and associated hardware.

Duties may include:

- Provide day to day support either in person, via telephone or service desk software.
- Troubleshoot and resolve technical problems encountered by the school's network users within an adequate timescale, escalating to third parties where appropriate.
- Configure workstations, networked and standalone.
- Carry out a rolling programme of general maintenance.
- Observe current legislation relating to GDPR and record management.
- Keep up to date with existing and new applications installed on the network.
- Develop a sound knowledge of systems and equipment to support and advise on their best use.
- Provide training to staff as appropriate.
- Ensure all new equipment is security marked.
- Liaise with the finance team to ensure the asset register is up to date.
- Support the school's Google Gsuite based email system.
- Support staff use and administration of SIMS.
- Monitor the school's AV system.
- Install, upgrade and maintain hardware, software and peripherals as required.
- Provide IT support for all examinations and assessments, ensuring all exam board requirements are met as provided by the school exams officer.
- Ensure all new equipment warranties are registered.
- Maintain machine spec inventory and ICT asset register.
- Assist in the procurement of ICT equipment, ensuring best value for the school
- Provide IT support for whole school events (these may be outside of normal working hours).

For information the school has a range of infrastructure/systems in place, including:

- Windows Server 2019 Active Directory
- Smoothwall UTM
- Microsoft MDT2016
- VOIP Phone System
- Google Gsuite for Education
- Microsoft Hyper-V Server
- Papercut FollowMe Print Management
- Electronic Cashless Catering
- Cisco Core and Edge Switches
- Cisco WiFi
- Windows 10
- Google Chromebooks

The governing body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.

The duties above are neither exclusive nor exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of the job, skills and grade.

