

## **JOB DESCRIPTION - IT TECHNICIAN**

<b>Title of post:</b>	<b>IT Technician</b>
<b>Pay Range:</b>	<b>Scale 4 within the range 6-7</b>
<b>Working Hours:</b>	<b>Monday to Thursday 8am – 4pm, Friday 8am – 3.30pm</b>
<b>Responsible to:</b>	<b>Network Manager</b>

---

### **Core Purpose**

- To provide 1st, 2<sup>nd</sup> and third line support to all users.
- Ensure printers are in good working order
- Provide support and technical problem solving on hardware and software issues and problems to all users
- Setup and maintain projectors and interactive whiteboards
- Basic User management; e.g. Password resets, group management
- Provide hardware and support maintenance; E.g. projector cleaning, Pc cleaning, software maintenance
- Installation of new computer systems and peripherals
- Keep Assistant Network Manager in their absence, updated on progress and work carried out.
- Monitor workstation system logs and take appropriate action
- Uphold network security. Changes to be authorised by Network Manager their absence
- Maintain equipment security (physical).
- Uphold Schools e-safety policy
- Help maintain all necessary records including inventories and details of equipment checks
- Work tickets from the internal support system as directed from the Network Manager
- Support with the day to day running of the Trust schools as and when needed to be directed by the IT Director
- Support Acorn Academy while liaising with Network Manager & IT Director.
- At times may also be required to work at different sites within Bridge Academy Trust.

### **Service and image**

- To develop and project a positive “can do” departmental image, by devising and introducing methods of promoting an effective and proactive ICT service. This to include periodically briefing teaching and support staff on network and other related matters.

## **Person Specification**

- An excellent practical knowledge of operating and maintaining PC hardware and software.
- Sound experience of current Operating Systems Desktops/Server
- Experience of using and maintaining Microsoft Office applications.
- Experience with Office 365/Office Applications
- Experience of Windows 10
- Excellent interpersonal, persuasive and communication skills.
- Willingness to work with children of all ages.
- Good technical capability
- Good time management.
- Attention to detail
- Willingness to learn and improve skills.
- Willing to work as member of team
- Commitment to high standards
- Willingness to learn and improve technical skills through recognised qualifications/in house training
- A cheerful disposition and a good sense of humour

### **NOTE:**

This job description is not necessarily a comprehensive definition of the post and may be subject to modification or amendment at any time after consultation with the holder of the post.

Date Updated: September 2021