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**The Bishop’s Stortford High School**

**Job title:** IT Technician

**Salary:**  H5 from 20,416 p.a.

**Hours:** 37 hours/week, Full Time

**Responsible to:** Network Manager

**Job Purpose:** To assist the Network Manager in supporting 1,200 pupils and staff with computing facilities

**MAIN DUTIES:**

* Ensure users problems are resolved in an efficient and timely manner
* Prioritise jobs and monitor progress on the Helpdesk
* Liaise with external suppliers
* Assist in the technical support of the school’s MIS (Capita SIMS)
* New hardware and software installation
* Provide support to other members of the team when required
* To ensure that the computer suites, workstations and peripherals are maintained and well organised, taking into account health and safety requirements
* Toassist all staff and students with matters regarding IT in order to ensure effective teaching, learning and administrative support
* To manage toner stock for all printers and Lamps for Projectors
* To cable to new areas of the school that require network services
* To make sure that all ICT equipment is regularly PAT tested
* Help to ensure that the Telephone system is working
* Work with the exams department to help meet the requirements of the exams boards for students who use ICT during their exams

*These duties may be varied to meet the changing demands of the School at the reasonable discretion of the Line Management & the Head.*

**EQUALITIES**

Demonstrate commitment to treating all people fairly.

**QUALIFICATIONS/EXPERIENCE/ATTRIBUTES**The successful applicant will have some experience of working within a busy ICT Support team and be looking to expand their technical knowledge through further experience and formal training.

* Excellent Literacy and numeracy skills
* An understanding of relevant IT hardware and software systems
* Excellent communications skills
* The ability to consult effectively to achieve best outcomes and overcome communication barriers with children and adults
* An ability to establish effective relationships with those working in and with the school. An ability to establish rapport and build respectful, trusting, open and honest relationships
* The confidence and ability to work independently and also work effectively as part of a team.
* The ability to resolve complex problems independently and be creative with information.
* Willingness to learn/undertake training
* Proactive and able to work without supervision

**HEALTH AND SAFETY**

Be aware of and comply with policies and procedures relating to child protection; health and safety; confidentiality; and data protection and report all concerns to an appropriate person.