

St Wilfrid's Catholic School

IT Department



Job Description

Job Title: Part Time IT Technician Term Time Only
Position Level: £10,481 25 hrs per week + Crawley Weighting
Line Manager: Network Manager

Purpose of the Role

St Wilfrid's Catholic School requires an ICT Technician to install, assemble and configure computers, operating systems and network infrastructure. Helpdesk experience preferred, although not required, as training will be provided. Duties will also include troubleshooting problems with computer systems, both hardware and software related. Provide technical support for staff and students logged via telephone, email or helpdesk ticketing system. Learning possibilities and training will be afforded to the successful candidate showing a 'can-do' attitude.

Key Tasks & Responsibilities:

- Ensure delivery of high quality ICT Services across the school
- Management of support tickets logged on the ICT helpdesk system
- Carry out routine network maintenance including daily checks of key equipment and services
- Assist in the installation of new and existing software and hardware across the network
- Provide technical support for all staff and students
- To provide hardware and software support for all desktop PCs, laptops and tablet computers
- Configure and maintain anti-virus software across the network
- Administer user groups, accounts and email within the school
- Support audio / visual equipment such as classroom projectors and interactive whiteboards

Personal Skill Requirements:

- A strong desire and focus on continued improvements;
- Excellent problem solving skills
- Excellent communication skills
- Cheerful, friendly and calm under pressure
- Troubleshooting skills
- Organization skills and ability to prioritize workload
- Ability to use own initiative and to work as part of a team
- The ability to be accurate, methodical and self-motivated
- Knowledge of Microsoft Windows 10 & Server 2012/2016 and basic networking would be an advantage
- Strong knowledge of Microsoft Office 2016

St Wilfrid's Catholic School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.