

RGS WORCESTER

JOB DESCRIPTION

Post:	IT Technician
Responsible to:	IT Services Manager
Salary:	Depending on experience
Hours of Work:	8:00am - 5pm Monday to Friday
Holiday:	5 weeks (to be taken during the school holidays) plus three additional discretionary days at Christmas, plus bank holidays.
Out of hours:	It is expected that the incumbent will work as necessary after hours/at weekends on occasion to ensure all systems remain fully functional. There will also be occasions when system maintenance will need to be carried out 'out of hours'.
Location:	Based at RGS Worcester, but working across all three RGS schools.

Primary Function:

To support roll-out, deployment and use of IT and AV at RGS.

This will include:

Assisting other members of the IT department with the operation and delivery of IT services.

To assist both pupils and RGS staff realise their ambitions with regard to the use of IT.

1st and 2nd line trouble shooting for pupils and staff in person, on the telephone, via email and/or Helpdesk as required. Assist pupils and staff with IT issues where able and appropriate.

Assist teaching staff with related technologies in classes, ensure reasonable pupil behaviour and respect of equipment in IT areas. Photocopying and preparation of teaching resources. Bench engineer where required.

To support the roll-out, deployment and use of iPads and related technologies at RGS.

Assist with the maintenance of departmental documentation including inventories, network points, computers, peripherals etc.

Assist with the maintenance of printers, MFD's, CCTV and telephone systems.

Security marking equipment as required.

We run a dual platform network supporting both Macs and PC's, desktops, laptops and tablets. One of our primary considerations when considering applicants for this job will be enthusiasm and potential. The position would suit someone, whom after a couple of years might wish to progress and manage his/her own network.

Modus Operandi.

Operate wherever possible in a pro-active fashion, as well as being re-active where appropriate. Utilise the departmental help, task reporting and recording systems and related hardware.

To act in accordance with the Health and Safety Regulations with due regard for the safety of yourself and others.

Attend and contribute to departmental meetings as required.

Updating content, overseeing design changes additional areas of the schools content management system.

Report/discuss issues with the IT Services Manager where applicable and ask for assistance when difficulty arises to ensure tasks are completed and not left unfinished/forgotten about.

Benefits:

Contributory defined contribution pension scheme, private medical cover, fee remission. Free school lunches are currently available during term time.

Person Specification:

Excellent communication skills and ability to interact with staff at all levels.

Ability to prioritise tasks and promptly respond to staff queries.

Co-operative teamwork within the IT Department.

An organised and methodical way of working.

Personal motivation and enthusiasm, ensuring work is to a high standard.

Able to see patterns and identify improvements in a mass of data.

A resilient approach staying focused and optimistic in the face of change.

Previous experience of first line support, looking to progress to second level.

HTML/web/mobile experience preferred but not essential
june 2018