



Job Description

Job Title: IT Technician
Reporting to: Network Manager
Hours: Full Time

General Description

To provide, and assist the Network Manager in providing, a support service for the school's ICT infrastructure, ensuring all elements of ICT software / hardware / resources and related services are well maintained and operational; allowing staff, students, parents and visitors use of ICT to support & deliver their learning and administrative tasks etc.

Main Duties/Responsibilities

Overview

- To work with the Network Manager; routinely manage, monitor and maintain the integrity and operability of the entire School IT Network (and all associated hardware, software, services etc.); liaising with Staff / Students / 3rd Party IT Providers and Services to ensure its optimum, smooth and operational use
- In conjunction with the Network Manager, to be responsible for the organisation, scheduling and processing of all routine IT (preventative) maintenance tasks and auditing
- To deputise for the Network Manager in relation to the administrative, technical and other associated IT matters (where applicable) either in his/her absence and / or where delegated
- To identify and resolve (or escalate, if applicable) all aspects of IT related problems (e.g. operating systems, networks, software, hardware, infrastructure and printers) within all IT / classrooms and throughout the school campus
- To provide the provision of IT technical support, training (e.g. how-to guides, drop-in sessions) and advice to staff, students, visitors and other partners as, and when required



- To log reported IT issues / requests accordingly; and prioritise, action and / or escalate to the Network Manager as appropriate
- To carry out routine administration of user / email accounts / passwords / credentials; including supporting additional software / services that the school / departments or users may have procured, require or would like to use
- To ensure latest security / Windows updates / anti-virus protection are adequately kept up-to-date (and deployed); reporting any issues to the Network Manager accordingly
- To assist with the scheduled backup / restore routines (both locally, on-site & off-site) of the School's IT server data ensuring backups are operating and completing as scheduled
- To carry out scheduled, periodic auditing of IT hardware throughout the school campus; noting location, condition and operability status etc.
- To maintain hardware database of current / new IT equipment for audit / insurance purposes
- To assist with the relocation (and reconfiguration) of IT Hardware and related equipment
- To assist in the set-up, installation, maintenance and configuration of all IT equipment; including the commissioning of new IT Suites / facilities or other related services
- To assist (and provide advice, where applicable) with the selection, procurement, installation and configuration of all IT Hardware / Software; liaising with supplier(s) / Network Manager as or when required

Internet

- To ensure the efficient and effective use and operation of the School's Internet including dealing with ISP & Firewall / Filtering provider, as and when required, to maintain the integrity and security of the School IT Network at all times
- To work with the Network Manager and Designated Safeguarding Lead (DSL), to ensure the monitoring, reporting and filtering of all Internet usage is conforming with the School's Safeguarding (e.g. PREVENT) / Internet Acceptable Use (and other related) policies at all times

Printers



Formby High School

Job Description

- To ensure the supply (and installation) of consumable items and operation of all MFD / printers are maintained and escalate / report any issues to the School's Managed Print Provider accordingly
- To monitor the operation, usage and reporting of MFD / printers using the appropriate 'Print Management' software making the necessary changes as and when required / requested

Projectors / SMART Boards / Touch Screens / Audio Video

- To carry out routine checking / cleaning and operation of multi-media projectors, touch-screens and the (re)calibration and functionality of Interactive Whiteboards (SMART); assisting with 3rd Parties in respect of warranties / repairs or consumables as and when required
- Assist with the supply / setting up of IT / AV equipment for bespoke events (assemblies, presentations etc.) as requested

Cashless catering / Payments

- To provide IT technical assistance (where applicable) for the 'School's Managed Cashless Catering' system / provider, 'Cashless Online Payments' provider and the on-site catering staff where needed

Vehicle & Pedestrian gate entry

- To provide IT technical assistance (where applicable) to the School's Site Manager (where applicable) in relation to the School's Vehicle & Pedestrian Gate Entry System where needed

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