

IT support technician Job description

Reporting to, and working with the Network Manager

The Role:

A varied role including supporting users, fault-finding problems, implementing new hardware and software, and other tasks to ensure the smooth running of the school.

This is a full time permanent position (subject to successful completion of a probation period), Monday to Friday 08:30 until 17:10, with 5 weeks holiday to be taken during school holidays.

Responsibilities:

Assisting in the maintenance of all hardware and software, including installation of hardware, software, and consumables - and troubleshooting as required.

Assisting in the ongoing maintenance of all computer systems, including (but not limited to) updating Windows Active Directory, G Suite, Engage (the School's management information system), the school website, and Intranet.

Taking phone calls as first line support, prioritising, escalating, and resolving any issues to best serve the needs of the College.

Maintaining stock of printer consumables, and ordering them (in conjunction with the Network Manager).

Maintenance of Chromebooks, including charging, and distributing to staff.

Other tasks that may be reasonably expected by the Network Manager.

Requirements:

- Excellent interpersonal skills.
- Excellent attention to detail.
- Good problem-solving skills.
- Ability to work under pressure / prioritise when required.
- Familiarity with MS Office / Windows.
- Ability to learn on the job.
- Good time management.
- Ability to work as part of a team or on own initiative.
- Be smartly presented.

Desirable:

- Experience of supporting AV equipment such as DVD / video players, data projectors, amplifiers, speakers.
- Experience of supporting printers.
- Experience of working in the education sector.
- Experience of G-Suite for Education.
- Experience of supporting Microsoft Office.
- Knowledge of networking, from ethernet protocols to cabling, wireless technologies and switches.
- Experience of implementing and maintaining web servers / websites built on both windows and Linux, including Intranets and Virtual Learning Environments (moodle).
- Ability to write reports and documentation.