School 21 Job Description: IT Technician

Responsible to:	Network Manager
Start date:	ASAP
Salary:	Scale 3 Point 5 £22800 (FTE)
Job purpose:	The IT Department at School 21 is a busy and lively department supporting every aspect of the School's use of technology to enhance education. We are looking for an IT technician to join the IT department of a 21st century school which is passionate about integrating technology into education and doing something great with it. Our aim is for children to produce beautiful work, that makes a difference to the world. To achieve this aim, we have launched and are developing new ways that technology can be used to enhance learning. We are looking for an enthusiastic individual to assist in all aspects relating to the support, care and maintenance of computing, audio visual, online services and software across School21 and schools in the Trust. The IT Technician is responsible to the Network Manager under whose guidance the technician will help to diagnose and correct software and hardware technical problems, as well as deploy new solutions for the whole community of School IT users.
Responsibilities	- To provide first and second line support to students and staff for hardware, software, audio visual, photocopiers and online services. - To assist with the setting up, maintenance and repair of hardware, audio visual equipment and networking devices. - To install and configure software applications. - To assist with the upkeep of the school IT inventory. - To help produce and maintain IT reports, checklists and other documentation as necessary. - To help maintain appropriate stock levels of peripherals and consumables and to raise purchase orders as necessary. - To maintain satisfactory standards of safety and security in relation to computer rooms and equipment. - To setup and organise repairs and service callouts for various computing, audio visual or photocopying equipment. - To be aware of and abide by the School's health and safety procedures and policies. - To undertake any other relevant duties as may reasonably be requested by the Network Manager or Senior Leadership Team

Qualifications & experience	Educated to A-Level and/or Level 3 Computer Support or equivalent.
Knowledge & skills	**Essential** - Experience working within an IT support team providing 1st line support - A good knowledge of Windows 7/10 and Windows Server 2012/2018 operating system environments - A good knowledge of Apple iOS, iOS MDM software and Apple mobile devices - Experience of MacOS and Apple computer hardware - Experience of Active Directory and Group Policy Management - Ability to carry out basic repairs to hardware and peripherals - Be aware of safety issues associated with electrical equipment **Desirable** - Experience of maintaining network infrastructure - Experience with using and configuring Microsoft SCCM - Experience with using and configuring PaperCut - Experience of GSuite Apps and Office365 - Experience of Jamf Pro - Able to keep up to date with developments on IT and technology - Any relevant IT qualifications such as the examples listed below would be seen as advantageous, however a willingness to learn and develop in the role is more critical. - Microsoft Certified Professional (MCP) - Microsoft Certified Systems Administrator (MCSA) - Microsoft Certified Systems Engineer (MCSE) - Microsoft Certified Technical Specialist (MCTS) - Microsoft Certified IT Professional (MSITP)

Personal qualities	- Able to work independently and also within a team - An enthusiastic and approachable nature with the ability to work calmly and professionally under pressure - Able to work flexibly, adopt a "hands on" approach and respond to unplanned situations - Ability and willingness to quickly learn new skills on the job Attention to detail, adherence to standards and ability to work to deadlines - The ability to develop good working relationships with all members of the School community - Be able to communicate well with children and young people and in particular be prepared to demonstrate: - Motivation to work with children and young people - Ability to form and maintain appropriate relationships and personal boundaries with children and young people - Emotional resilience in working with any challenging behaviour - Professional attitudes to use of authority and maintaining discipline - Understanding of safeguarding and promoting the welfare of young people