



JOB DESCRIPTION

POST: IT TECHNICIAN
REPORTS TO: BURSAR/COO
POST DETAILS: Permanent, time only plus plus 68 weeks as agreed, Mon – Fri
37.5 hours per week 8.00 am – 4.30 pm with 1 hour for lunch
(7.5 hours per day)

The post holder is accountable to the Bursar/COO in all matters relating to this post. All staff are ultimately responsible to the Headteacher.

Purpose:

To form part of the team which provides an outstanding support provision in the usage of ICT equipment and services to enable outstanding teaching and learning as well as school administration. To promote the effective use of ICT across the school.

Duties and Responsibilities – IT

- Providing 1st and 2nd line IT support to users who have raised tickets through the IT helpdesk, via telephone or face to face - and ensuring personnel are kept regularly updated on the progress of their issue.
- Creating, maintaining and disabling various user accounts for multiple systems for staff and pupils.
- Replacing projector lamps, cleaning filters and supporting users with Promethean Activpanels.
- Creating various guides to assist users with setting up and/or using systems/equipment.
- To replace consumables and replace/upgrade hardware.
- Installation and maintenance of IT and Networking Hardware such as Projectors, Interactive Whiteboards, Promethean screens, Wi-Fi APs, Switches, Telephones, Desktops & Laptops and Peripherals etc.
- Liaising weekly to know what events are taking place, and supporting those events (including supporting staff, pupils and external visitors in the use of IT and AV equipment). Please note: some events occasionally fall outside of normal working hours and will occur in the evenings or at the weekend.
- Working with unique equipment in our STEAM hub, incorporating interactive wall, interactive floor, projectors, PCs, sound and lighting systems.
- Software deployment & regular updates/upgrades
- Working closely with the Senior IT Technician and external network management provider to support projects and future development.

Duties and Responsibilities

- To possess a good understanding of iOS software and relevant apps
- To assist in the management of the Mobile Device Management System (JAMF Pro)
- To carry out initial setup of iPads and Apple IDs (for pupils joining within the School year) and reissuing leavers' iPads.
- To follow the process required for broken/lost/malfunctioning devices
- To check, install, update and remove apps as and when necessary
- Assist in supporting teachers, pupils and other staff in their use of iPads
- Assist in providing front line support for users through the ticketing system
- Keep auditing information and associated records up to date and accurate

Training will be provided

Essential qualities and skills

- Detailed knowledge of Microsoft Windows 10 & 11, Windows Server 2019 & 2022 and Apple MacOS Ventura Operating Systems.
- Experience of Active Directory/Microsoft Entra ID
- Experience of Microsoft Office, Office 365 and Google Docs, Sheets and Slides.
- Experience of hardware upgrades / removals.
- Understanding of Audio/Visual equipment (such as Projectors and Speakers).
- A calm, polite and professional etiquette alongside great communication skills.
- Be a quick learner and be able to apply knowledge in new situations.
- Be able to work with a wide variety of people, of different ages and technical ability.
- Be prepared to seek support when an unknown situation arises to ensure good service is provided to all users.
- Possess a polite and approachable manner, and to have good self-management and timekeeping skills, as well as a proactive attitude.
- Be prepared to respond to helpdesk tickets by visiting the customer and providing them face to face support.
- Ensure IT requests are prioritised through the helpdesk system, whilst keeping regular communication with end users
- Experience with Google Workspace and Apps such as Gmail, Calendar, Drive etc.
- Experience with Microsoft 365
- Experience with Microsoft Azure
- Experience with Microsoft Hyper-V
- The ability to change a projector/projector components
- Previous use of network equipment such as HP/Aruba Switches and Unifi WiFi
- Comptia A+ Certification
- Previous use of creating custom Windows images/cloning and deployment.
- Knowledge of the use of iPads as teaching and learning devices
- Previous experience of working in an educational environment would be an advantage.
- Understand the need to complete a task to ensure that all users are fully supported.

General

- To promote and support Talbot Heath's culture of "Honour before Honours" and encourage staff and pupils to follow this example.
- To promote and safeguard the welfare of pupils in your care or that you come into contact with in accordance with Talbot Heath School's Child Protection and Safeguarding Policy.
- To comply with, promote and act in accordance with all Talbot Heath policies.

- To be responsible for complying with data protection legislation and expectations for confidentiality.
- To be responsible for complying with health & safety legislation and guidance. Any issues or breaches to be reported to the Facilities Manager immediately.
- To maintain consistent working relationship with colleagues, supporting them in line with your role and responsibilities.
- To keep colleagues informed about aspects of your work and schedule which may affect the support you can give them.
- To develop your effectiveness by up-dating your knowledge and skills, seeking and taking account of constructive feedback on your performance, making effective use of the development opportunities made available to you.
- To be courteous to colleagues and provide a welcoming environment to visitors.

Additional Information

The aim of the job description is to indicate the general purpose and level of responsibility of the post. Please be aware that duties may vary from time to time without changing their character or general level of responsibility. Duties may be subject to periodic review by the Head or nominated representative (in consultation with the post holder) to reflect the changing needs of the Talbot Heath School.

Talbot Heath School is unable to employ anyone who does not have the legal right to live and work in the UK. This evidence must be produced at the interview stage of the process.

Talbot Heath School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and has an Equal Opportunity Policy. The successful applicant will require an Enhanced DBS check.

The position will involve regular contact with children and therefore is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exemptions Order 1975, 2013 and 2020. It is an offence to apply for this role if barred from engaging in regulated activity relevant to children.

Talbot Heath School is a registered charity (number 283708) existing to provide high quality education for children.