



BEAUDESERT PARK SCHOOL

JOB TITLE:	IT Support Technician
REPORTS TO:	IT Manager
JOB PURPOSE:	To contribute to the management, maintenance and development of all IT equipment and the provision of technical advice and support for IT related activities.
KEY RELATIONSHIPS:	Internal - Teaching and Support Staff, Pupils, Visitors. External - Third party support providers.

Role

The core role of the IT Support Technician is to assist the IT Manager in ensuring the IT systems of the School are managed, developed and maintained effectively so that the main task of the School, i.e. learning, can be facilitated. This would include troubleshooting hardware and software faults along with installations and maintenance. It is also expected that the IT Support department provide constant advice and solutions that help promote technology use throughout the business.

Key Tasks

Main duties and responsibilities

- Provide responsive, helpful and quality service to computer users in the school to the level that staff and pupils have come to trust and expect.
- Undertake specified daily tasks and make decisions relating to them to minimise the effect of any user problems.
- Log and track all work using a Helpdesk system.
- Liaise with suppliers of maintenance for computer hardware and software for the purposes of fault diagnosis and repair.
- Understand how computer systems are networked in the school in order to provide support to users including administration and troubleshooting of network systems.
- Undertake installation of new and updated hardware and software as required.
- Be familiar with and be able to support Windows Server based systems.
- Ensure that all computer equipment installations and movements are logged for inventory purposes.
- Be familiar with and be able to support computer suites when in use for teaching.
- Prioritise own tasks on a day to day basis.
- Taking part in departmental meetings as a team member and actively sharing experience, knowledge and solutions with others.
- Be familiar with, provide input to and practice departmental procedures.
- Take an active part in the appraisal process of new equipment and services.
- Participate in and contribute to the schools inset and training activities.
- Promote Equal Opportunities and implement the schools Equal Opportunities Policy.
- Provide a secure, safe and friendly learning environment including complying with the schools Health and Safety policy at all times.

Terms of Employment (subject to Contract)

- **This is a full-time appointment based on 40 hours per week** (8 hours per day). Core hours are 8:00am to 5:00pm with an hour for lunch. There may be some flexibility in working hours
- The post-holder is entitled to six weeks paid annual holiday per annum in addition to statutory holidays. The holiday year runs from 1st August. No carry-over of unused holiday entitlement is permitted. In addition, the School is shut down over the Christmas period for 5 working days.
- Lunch is provided free whilst the School is in session. There is limited but free access to the School's swimming pool and tennis courts at specified times.
- Pension: the School operates a Group Personal Pension plan currently with Scottish Widows. Salaried members of staff will be automatically enrolled into this scheme whereby the School will contribute 7% of your salary if you contribute 3% of your salary. Staff who do not wish to join the scheme must opt out and will be automatically re-enrolled every three years in line with Government legislation.
- Life assurance
- Notice period (following a probationary period of 6 months): 3 months

Person Specification

Essential

- Possess excellent interpersonal skills and the ability to communicate effectively with members of staff throughout the school, including teaching and support, as well as with external clients and contractors.
- Work constructively as part of a team, understanding school roles & responsibilities and your own position within these.
- Be prepared to be flexible in the requirements of the role to meet the needs of service users.
- Be self-motivated and able to think for themselves showing initiative.
- Has the ability to work effectively under pressure and appropriately deal with other staff members whom may also be under pressure.
- Able to organise a work routine and can prioritise a number of jobs.
- Keep up to date of developments in IT with a genuine interest in technology.
- Some previous formal training in IT subject area or equivalent experience
- Good working knowledge of relevant IT systems, networks, security software.
- Good working knowledge of Microsoft Office and Office 365.

Desirable

- Previous experience of working in an independent school IT department.
- Experience of working in a customer support role for internal or external customers
- Experienced in dealing with third party support providers.

Additional Responsibilities

This Job Description may be altered to meet changing needs and will be reviewed with the post holder. The Job Description is indicative of the nature and level of responsibilities associated with the post. It is not intended to be exhaustive; other tasks may be allocated as necessary from time to time.

Safeguarding and pre-employment checks

Beaudesert Park is committed to safeguarding the welfare of children at the School. Therefore this appointment will be subject to a successful Enhanced Disclosure check from the Disclosure and Barring Service. This will give details of all spent and unspent convictions, reprimands, warnings, and cautions. The supplied references will be taken up and the School will approach previous employers for information to verify particular experience or qualifications.