

**Elthorne Park High School**

**IT Support Engineer**

**Job Description**

**Position Title:**  IT Support Engineer (Multi-Site)

**Reports To:** Network Manager

**Salary:**  Scale 4 - 5 £20,352.00 - £23,454.00 (term time only plus 2 weeks)

**Hours:**  Full Time (12 Month Contract with option to extend)

**Main Purpose of the Job**

The IT Engineer is responsible for assisting the Network Manager in the delivery of 1st & 2nd line desktop support across multiple IT systems.

**Principle Accountabilities**

**1 Maintaining Systems**

1.1 To assist in the day to day running, maintenance and helpdesk duties of the IT systems across multiple sites. Delivery of 1st, 2nd Line support of the IT systems include but are not limited to:

* Helpdesk duties including working on assigned IT support tickets in line with service desk SLA’s
* Supporting users and computers in a Microsoft Active Directory Server 2008/12 environment (Physical and Virtual)
* Maintain and keeping IT asset registers up to date
* Maintaining all aspects of the Schools IT hardware and software

1.2 Assist in the management and security of networked systems including:

* + Access and user permissions / policies
  + Antvirus
  + Web Filtering and eSafety protocols
  + E-safety acceptable use system monitoring
  + Assist with maintaining the physical health of School systems, including servers, networking equipment, and cabling.

1.3 Assist in the Maintenance and support of the day to day running of the Apple network

1.4 Maintain and keep system documentation up-to-date

1.5 To assist in the maintenance and update of the School website and managed learning environment

**2 IT Service Desk**

2.1 Assist the Senior IT Technician in the delivery of a quality support service to all users through efficient and effective practices as directed by the Network Manager and Senior IT Support Engineer.

2.2 Work to agreed SLA’s for the IT Service Desk.

2.3 Ensure the asset database is accurate & current.

2.4 Ensure the technical knowledge base repository is maintained and kept up to date.

2.5 Assist in the smooth running of the helpdesk by keeping calls up to date with accurate information.

2.6 Perform standard IT Support duties including, but not limited to, unpacking, installing, configuring, maintaining and repairing software, printers, projectors, AV & video editing equipment, peripherals, computers, and network components.

2.8 Provide 1st, 2nd line support at other local School sites as and when instructed by the IT Manager.

2.9.2 Technical support and management of all Audio & Visual equipment including School Events

2.9.3 Technical support of the School’s Meraki Wifi solution

2.9.4 Technical support of projectors and interactive panels / boards

**3 Strategic IT Projects**

3.1 Assist in the delivery of strategic IT Projects by working on assigned tasks as allocated by the Network Manager.

3.2 Keep up to date with the latest technologies and trends.

3.3 Research new technologies that can be used to provide tangible benefits for the delivery of teaching and learning.

**4 Procurement**

4.1 Assist in the IT equipment procurement process by organising quotations and updating purchasing / budget documentation.

**5 Communication & Liaison**

5.1 Foster regular communication with staff members and students in order to facilitate the smooth running of the support provision and to promote new ICT systems and projects.

**6 Professional Development**

6.1 Show a commitment to personal and professional development by meeting targets agreed with the Network Manager.

6.2 Ability and willingness to adapt or alter one’s practice when & where benefits and improvements are identified.

6.3 Show consistent competence and reliability on a day-to-day basis, demonstrating a sound understanding of the issues faced and the technologies used throughout the school.

**Unsocial Hours**

There may be a requirement to work beyond normal hours should emergency work / upgrades on IT systems be needed. Additional duties may include support for IT at special events, such as Parent’s Evenings, conferences, and school productions and undertake any other IT related duties as required.

**Specific Tasks relevant to the role**

It is expected and reasonable that the attendance and punctuality of the IT Support Engineer should be exemplary. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.  
The job description is not necessarily a comprehensive definition of the post. It may from time to time, be subject to modification or amendment in consultation with the holder of the post and other relevant parties.