

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	IT Technician
<b>DEPARTMENT:</b>	IT Services
<b>HOURS:</b>	37 hours per week Usual service hours between 8:00am – 4:00pm
<b>WEEKS:</b>	Term Time only
<b>SALARY:</b>	Scale 5 Point 5 £18,000.02 (FTE 21,575)
<b>RESPONSIBLE TO:</b>	Technical Services Manager

### **MAIN PURPOSE:**

To assist the Technical Services Manager and members of IT Support in the smooth running of IT systems throughout the school and assist staff, students and visitors to operate at the optimum efficiency when utilising IT equipment.

To ensure IT incidents are resolved as quickly and smoothly as possible.

### **MAIN RESPONSIBILITIES:**

To provide 1<sup>st</sup> line support as required.

To install, configure and support hardware and software as required by the Technical Services Manager.

To work on the IT Support helpdesk, receiving jobs by telephone, electronically and in person, updating those jobs and expediting the resolution of them.

To administer photocopiers, performing maintenance or dealing with the maintenance provider(s) as appropriate.

To ensure that PCs and laptops are functional and to resolve any issues as soon as possible.

To ensure that printers are adequately stocked with paper and toner and are in good working order.

To offer classroom support and assist staff, students and visitors with IT systems.

To liaise with various ICT companies when required to purchase equipment or consumables to ensure the school receives best value for supplies and services.

To review CCTV footage as required by the Technical Services Manager.

To create, add and modify content for digital signage, the school's website and other media streams.

To adhere to the IT Support Department's policies and procedures.

To research and trial new and updated systems and software as required by the Technical Services Manager.

To perform certain duties of the Technical Services Manager or Senior IT Technician(s) in cases of his/her absence.

To carry out any other duties thought appropriate by the Technical Services Manager.