



Urmston Grammar

Job details

Job title: IT Technician

Salary: NJC 4:8 £24702

Hours: 36.25 Monday – Friday; all year round.

23 days annual leave per year rising to 26 days following 5 full years of service.

Contract type: Full Time

Reporting to: Network Manager

Strategic Role: Working as part of the School Support team to be responsible for aspects within IT Support within the school.

Core Purpose:

- To provide onsite support to Urmston Grammar and its network. This will include the preparation, support and maintenance of all IT resources, used by staff and students. The position of IT Technician has as its primary focus the requirement to assist and support clients of all levels in the everyday use of Urmston Grammar technologies.
- Ensuring that each part of Urmston Grammar IT provision is fit for purpose and available for staff and students to use. The IT service support all aspects of technology within Urmston Grammar including the library, printing, audio visual, network management, desktop clients, data management, generic office and specialist software.

Duties and responsibilities

Duties:

- Primary responsibility is user support and customer service. Be present, visible and available to users requiring technical assistance throughout the school.
- Respond to questions from callers and walk-ins; assist students, staff, and faculty with technical problems in offices or classrooms.
- Update the help desk and job lists.
- Assist staff, students and parents with IT systems that link into the school such as SatchelOne and SchoolCloud.
- Learn fundamental operations of commonly used software, hardware, and other equipment. This includes but is not limited to, installation and maintenance of IT hardware, regular checks of IT rooms and Laptop Trolleys.
- To assist with the circulation of information, manuals, or other materials as appropriate, recording resolutions for future reference.
- To undertake any training related to the duties of the post. Become familiar with available help resources; stay updated on technology changes or problems.
- Undertake personal learning to keep up to date on current and future technologies.
- Provide IT support to staff requests including, assemblies, meetings, lessons, and CCTV.
- To assist with the management of display screens around school.
- Provide basic systems and software support/training for Staff. Assisting staff with basic use of Office applications, 365 features (OneDrive) Provide support to other critical systems e.g., access control systems.
- Maintain current and accurate inventory of technology hardware, software, licences, and resources.
- Assist and maintain standard network cabling; perform diagnostics where required.
- To undertake any training commensurate with the post.
- To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager.



- To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace.
- Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy.
- The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.

Responsibilities

- Be committed to the safeguarding and promotion of the welfare of children and young people.
- Comply with the policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, and equal opportunities, and report all concerns to an appropriate person.
- Take appropriate action to identify, evaluate and minimise any risks to health, safety and security in the school working environment
- Contribute to the overall ethos/work/aims of the school.
- Establish constructive relationships and communication with all staff and other agencies/professionals.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Participate in training and other learning activities and performance development as required.

Other

The above is only an outline of the tasks and responsibilities of the role. The post holder will carry out any other duties as may be reasonably required by their line manager. The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the department and School. This job description and accompanying documentation do not form part of the employment contract.

Terms and Conditions of Service

The post holder will be required to comply with all policies and procedures issued by and on behalf of the school. The post holder will be required to participate in the school appraisal procedures as an appraisee and if applicable, as an appraiser. It is a business requirement of the school that the postholder in school for five days per week. The post holder will be required to attend statutory and mandatory training.

Safeguarding and Child Protection

It is the post holder's responsibility for promoting and safeguarding the welfare of children. You will comply with Urmston Grammar's Safeguarding and Child Protection Policy and the requirement to report to the Designated Safeguarding Lead any concerns relating to the safety or welfare of children. This post is classed as being in regulated activity.

Information Security, Confidentiality and Data Protection

During the course of employment, the post holder may have access to, see or hear information of a confidential nature and he/she will be required not to disclose such information. All person identification information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with the Data Protection Act 1998 (GDPR), unless explicit written consent has been given by the person identified.

Equal Opportunities

The post holder must comply with and promote equal opportunities and avoid any behavior which discriminates against others on the grounds of sex, disability, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion, political opinion, trade union membership.

This job description is subject to be amended at any time upon consultation with the postholder.