Job Title:	IT Technician
School:	Featherstone High School
Hours:	35 hours per week , All year round
Grade:	Grade 5
Reports to:	Network Manager

Overall Responsibility

To support staff and students in their use of digital technologies and ensure the effective operation of the Helpdesk system within the school. To be responsible for keeping appropriate records.

Duties and Responsibilities

- Provide 1st and 2nd line IT support, owning support tickets until resolution, and escalation to 3rd line as required.

- Provide day-to-day support for all users and ensure the smooth operation of digital systems.

- Provide prioritised technical support and advice across the school including the creation and maintenance of accounts and user permissions.

- Diagnose and resolve basic network, software and hardware faults and perform basic maintenance repairs and upgrades, and ensure security best practices are followed when diagnosing and resolving issues.

- Stock management of IT Services peripherals i.e., laptop parts, printers, desktop PCs etc.

- Teaching Room support, such as Interactive teaching screen maintenance for use with touch and docking station issues.

- Assist with CCTV and phone system basic troubleshooting and escalation.

- Install and test new IT equipment and network, including hardware and software according to manufacturer instructions.

- Monitor Health and Safety and audit checks including warranties and licenses.

- Assist with the training and support of other users, with coaching and documentation, as required within the school.

- Assist the relevant curriculum leaders to support IT within the school.

- Be involved in a range of IT related extra-curricular activities.

- Ensure the security and safety of the ICT rooms.

- Unpack & install IT equipment such as new computers & peripherals & add to inventory.

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- Check & replace printer cartridges & periodic printer maintenance.

- Proactively check the IT facilities and arrange for action/report of faults as appropriate.

- Maintain support logs for faults, damage and repair for all Digital systems.

- Liaise with suppliers when ordering computer consumables ensuring value for money and quality of goods is maintained.

- Assist in maintaining accurate and up-to-date network and system documentation, including security configurations.

- Assist in maintaining and monitoring systems logs.

- Willingness to participate in training and development for continuing professional development.

- Willingness to carry out other duties commensurate with the level of the post as required.

- Adhere to school policy on equality and diversity.

- A willingness to travel between Trust schools as necessary.

By signing this document, you are agreeing to undertake all duties stated within this job description.

Employee signature: _____ **Date:** _____

Manager signature: _____ **Date:** _____

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Person Specification

		Essential (E)	Desirable (D)
	Qualifications and Experience		
1.	A relevant IT qualification, such as CompTIA A+, Microsoft Certified Fundamentals, or equivalent experience.	E	
2.	IT skills for the support and installation of computer hardware, network operating systems, software and printers.	E	
3.	Microsoft 365 and Windows 10/11.	E	
4.	Cloud based systems such as Intune, Azure AD, Google Workspace administration.	E	
5.	Apple iOS/MACs.	E	
6.	ITIL Foundation.	E	
7.	Experience working in an educational setting.	E	
	Knowledge, Skills and Abilities		
8.	Ability to carry out fault identification and resolution for both hardware and software issues.	E	
9.	Customer focused with very good communication skills; ability to communicate with people at all levels.	E	
10.	Able to deal with a number of different situations in quick succession.	E	
11.	Ability to demonstrate good problem-solving skills.	E	
12.	Good level of accuracy and detail.	E	
13.	Ability to follow instructions accurately.	E	
14.	Ability to work as part of a team and independently.	E	
15.	Ability to adhere to Health and Safety regulations.	E	
16.	Able to act calmly under pressure.	E	
17.	Confidence and competence in own ability to maintain and organise a suite of workshops.	E	
18.	A positive attitude to working with children.	E	
19.	Working knowledge of safeguarding policies and their impact on IT usage in schools.	E	
	Other Factors		
20.	A commitment to the school's ethos and values	E	
21.	Demonstration of proactive support for equality, diversity and inclusivity	E	
22.	Safeguarding and promoting the welfare of young people	E	

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