



St Mary's and St John's CE School

Lower School | Neale House | Prothero Gardens | Hendon | NW4 3SL
Middle School | Bennett House | Sunningfields Road | Hendon | NW4 4QR
Upper School | Stamford Raffles | Downage | Hendon | NW4 1AB

Tel: 020 8202 0026 Email: office@barnetmail.net

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Principal: Mr Matthew Glenn

JOB DESCRIPTION

Job Title: ICT Technician

School/Service: St Mary's & St John's CE School

Reports to: Director of Computing & IT Strategy

Grade: Point 18 - 21

Location: Lower School, Prothero Gardens, NW4 3SL / Middle School, Sunningfields Road NW4 4QR / Upper School, Downage, NW4 1AB (as required)

Hours / Weeks 36 hours per week/ 52 weeks per annum

Job Purpose:

The ICT Helpdesk is the central point of contact for all ICT related incidents and service requests. The role of the ICT Technician is to provide first line support for all staff in the school and report to the Director of Computing & IT Systems. The ICT Technician is responsible for resolving support requests as well as meeting customer satisfaction and continuous service delivery demands. The ICT Team work in a dynamic, fast-paced environment which provides services over the phone, through e-mail, and in person.

Key Responsibilities

- Provide 1st line systems support of users, desktop, laptop and printer infrastructure
- Support Windows 10 and Chrome OS operating systems
- Escalating IT issues where necessary
- Diagnosing and resolving technical issues
- Manage and troubleshoot Google Education Suite cloud based systems
- Setting up and configuring new laptops and desktops

"Everything is possible" (Matthew: 19.26)

- Reporting faults and maintaining logs on servers, desktops and laptops
- Completing internal user moves including phones
- Patching of network and phones
- Ensuring all logs for equipment and users are maintained
- Ensuring licensing for all software is recorded and maintained
- Setting up new users and disabling expired accounts in accordance with HR requirements
- Utilise Impero remote management tools
- Support mobile devices (laptops and Chromebooks)
- Assist Senior ICT Technician and Network Manager in solution analysis and design activities
- Maintaining current knowledge of relevant developments in respect of ICT and strategy within your role
- Ensuring that routine maintenance and processes are reviewed, maintained and completed.

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