

**JOB DESCRIPTION**

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<b>Job Title:</b>	<b>IT Technician</b>
<b>Responsible to:</b>	<b>IT Manager</b>
<b>Grade:</b>	2/3/4
<b>Terms of Contract:</b>	35 hrs per week (FT) 52 weeks per year

**Main Purpose of Job:**

- To support the school's IT Manager and IT users in the best use of their applications and systems across the school
- To provide a proactive, responsive and customer-focussed IT support service to all users in the school

**Major Responsibilities:**

- To provide hardware and software technical support to staff and students, delivering a timely resolution in line with agreed deadlines.
- To help with the deployment and maintenance of IT / AV equipment and software.
- To assist in accurately logging and documenting service requests, recording actions taken to manage and/or resolve the request and provide feedback if issues cannot be resolved quickly
- To provide in-class IT / AV support when required e.g. when software is rolled out for the first time
- To create and maintain accounts and user permissions, and undertake password resets as required and assist with the training and support of existing and new users
- To diagnose and solve basic network, software and hardware faults and perform maintenance repairs and upgrades
- To assist with essential emergency or scheduled network maintenance; this may also require occasional out of hours working
- To keep up to date with current technology trends and participate in training, other learning activities and performance development as required
- To support approved printers in school, change toners and solve minor faults, paper jams, etc.
- To undertake routine replenishment of IT consumables, including toner cartridges
- To maintain the print management system and print limits
- To comply with all requirements for the recycling of toner cartridges and other IT / AV related materials (ensuring School is compliant with WEEE regulations at all times).
- To help with the set-up of IT / AV equipment for school assemblies when required.
- To assist in the proper connection to the network of school IT equipment i.e. computer and phones etc.
- To undertake termly site patrols to identify any IT / AV issues.
- To assist in keeping the Fixed Asset Register up-to-date with all IT / AV equipment throughout the school ensuring an annual stocktake takes place

- To support our One-to-One Chromebook deployment and keep accurate records of loans and repairs
- To undertake any other tasks which may be required by the IT Manager
- To cover for the IT Manager in his/her absence
- To assist with ensuring that staff and students have a satisfactory, robust, reliable and secure IT environment, including backup schemes for the school IT environments.
- To attend meetings, delivery training and offer guidance on technical issues to staff
- To support the use of the school's MIS system Capita SIMS.

### **General Duties**

1. To have a thorough understanding of school policies and implement them consistently
2. To support the Catholic ethos of the school
3. To undertake any additional responsibilities commensurate with the level of the post as directed by the IT Manager and any member of the SLT
4. To ensure Data Protection is at the forefront of the IT culture across the school

### **Key relevant Lambeth and national regulations that apply (although others not stated also apply as adopted by Lambeth Council and/or the Governing Body)**

#### **GDPR/Data Protection**

To carry out duties of the post in accordance with the GDPR/Data Protection Act, the Computer Misuse Act, The Health & Safety at work Act and other relevant legislation such as 'Freedom of Information Act', as well as Council policies, procedures, standing orders and financial regulations.

#### **Equal Opportunities**

To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations. To ensure that Council's values in respect of equality and diversity are fully expressed in the delivery of the service.

#### **Health & Safety**

To carry out all duties with full regard to the employee's legal obligations to maintain their own health and safety at work, to be aware of the impact of activities on the health and safety of others and to comply with any Department and local health and safety procedures or instructions.

#### **Safeguarding**

The Local Authority is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

## **Post: IT Technician**

### **PERSON SPECIFICATION**

#### **Essential requirements (Selection Criteria)**

##### **Educational achievements, knowledge and expertise**

###### **Essential**

- GCSE passes in English and Maths or equivalent at Level 4 and above
- Logical, creative thinking, analytical and problem solving skills

###### **Desirable**

- IT related qualification

##### **Job related knowledge, aptitude and skills**

###### **Essential**

- Able to learn and comply with procedures
- Able to judge priorities
- Interest in developing good IT skills
- Can proficiently use office computer software including word-processing, spreadsheet, database and internet systems.
- Ability to work independently constructively as part of a team, understanding school roles and responsibilities including own.
- Understanding of the importance of Data Protection in an educational setting
- Understanding of basic health & safety and its application in a large school

##### **Personal Attributes**

###### **Essential**

- Reliable, excellent attendance and punctuality
- Approachable, calm and professional with a customer focussed approach
- Good communication skills , both orally and in writing
- Ability to work well as part of a team
- Flexibility – willing to help out where and when needed
- Well organised with an eye for detail
- Ability to troubleshoot
- Able to multi-task
- Responds well under pressure
- Physically fit

**4. Special Requirements**

**Essential**

- A commitment to safeguarding and promoting the welfare of children and young people
- A commitment to Equal Opportunities
- An understanding of the Data Protection Act (2018)

**Post holder’s signature..... Date.....**

**Manager’s signature..... Date.....**