



## JOB DESCRIPTION

<b>JOB TITLE</b>	IT Services Engineer
<b>DEPARTMENT/SECTION</b>	IT Services
<b>LINE MANAGER</b>	IT Services Manager
<b>SAFEGUARDING:</b> <i>Forest School is committed to safeguarding and promoting the welfare of children.</i>  The postholder will be required to; <ul style="list-style-type: none"><li>• Complete an Enhanced Disclosure and Barring Check (DBS).</li><li>• Complete Child Protection Training.</li><li>• Promote and safeguard the welfare of all children and young persons they are responsible for, or with whom they come into contact.</li></ul>	
<b>JOB SUMMARY:</b>  The successful applicant will join a team of six responsible for the smooth running of the various systems in use at Forest School and ensuring that users get maximum benefits from them	
<b>KEY DUTIES AND RESPONSIBILITIES:</b> <ul style="list-style-type: none"><li>• Install and configure computer hardware operating systems and applications, monitor and maintain computer systems and networks</li><li>• Assist staff or suppliers through a series of actions, either face-to-face, over the phone or remotely to help set up systems or resolve issues</li><li>• Troubleshoot system and network problems, diagnosing and solving hardware or software faults, replacing parts as required</li><li>• Provide support, including procedural documentation and concise resolutions</li><li>• Follow diagrams and written instructions to repair faults or set up systems</li><li>• Assist in the roll-out of new applications and software updates</li><li>• Set up new users' accounts and profiles and deal with password issues</li><li>• Respond within agreed time limits to service desk requests</li><li>• Work continuously on a task until completion (or referral to third parties, if appropriate)</li><li>• Prioritise and manage multiple open cases at one time</li><li>• Establish good working relationships with staff, suppliers and other professionals</li></ul>	

*Forest School is committed to safeguarding and promoting the welfare of children. Appointment to this position requires an enhanced DBS disclosure.*

--

**ADDITIONAL RESPONSIBILITIES**

- To be confirmed on successful completion of 6 month review.

**TERMS OF EMPLOYMENT:**

Full Time: Monday to Friday 8.00 – 4.30 plus open day (per rota)  
School holidays: Monday to Friday 8.00 – 4.00  
Lunch: 1 hour  
Holidays: 30 days

**FOREST SCHOOL'S POLICY AND PROCEDURE**

The postholder is required to actively follow and abide by all Forest School policies and procedures including Equal Opportunities, Safer Recruitment and Child Protection, and will maintain an awareness and observation of Fire and Health & Safety Regulations

If during the course of time the duties and responsibilities should change, the job description will be reviewed and amended in consultation with the postholder.

The postholder will carry out any other duties as are within the scope, spirit and purpose of this job description as requested by the relevant Line Manager.

<b>Signed in Acceptance:</b>	
<b>Print Name:</b>	
<b>Date Signed:</b>	