JOB DESCRIPTION APPENDIX 1

Each person is a unique creation of God. All of us are gifted. Every aspect of what we think and do should be based upon the Gospel values of Peace, Justice, Truth and Love.

We are committed to safeguarding and promoting the welfare of children

Role Title	IT Support Team Assistant
Team/Department	Business Support
Reports to	Lead IT Technician
Grade/Scale Point	H3-H4 dependent on experience
Full time/Part time	Full-Time – 37 hours per week (including some evening and weekend work as notified in advance)
Created/updated	January 2024

CORE PURPOSE

To support the Lead IT Technician in the effective provision of IT services to school staff and pupils.

MAIN DUTIES

- Monitor and maintain equipment including staff computers, telephones, audio visual equipment and the IT Suites to ensure all equipment is kept in good working order.
- Install and configure computer hardware, operating systems and applications.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
- Provide technical support in person or remotely to staff and students.
- Create user accounts and support password/permissions issues.
- Maintain an up to date asset register for all computers, equipment and software.
- Maintaining printers and consumables.
- Prioritise and manage many jobs at one time seeing them through until completion (or referral to third parties, if appropriate)
- Assist in the safe disposal of obsolete & faulty equipment in line with school procedures and legal requirements.
- To maintain the documentation of internal processes and procedures and ensure they are up to date.
- Support in the safe and effective delivery of technical support for school events, including the setting up of sound, lighting and audio visual equipment for events.
- Investigate new technologies and work with stakeholders to spec, purchase, roll-out and support new technology

JOB DESCRIPTION APPENDIX 1

- To work within Health & Safety at Work regulations and COSHH
- To support the Lead IT Technician with any other reasonable requests as required
- Flexible working will be required as there will be evening and weekend work required to support school events

General requirements

The post-holder will be required to:

- participate in Performance Management
- comply with the Health and Safety Policy
- make themselves aware of, and comply with, all school policies
- uphold the values of safeguarding children
- take ownership of their own development

This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the DBS as part of Hertfordshire County Council's pre-employment checks.

All members of the support staff are expected to be flexible and to assist with duties outside their normal area of responsibility from time to time.

The nature of the work demands that discretion and confidentiality are of utmost importance at all times.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary. This job description will be reviewed annually as part of the appraisal process.

Post Holder Signature..... Date.....

Line Manager..... Date.....