

KING EDWARD VI ASTON SCHOOL

Job Description for an IT Technician

1. The Purpose of the Position

- i. To assist in the maintenance of the school's ICT network infrastructure, software, systems and associated services.
- ii. Support the installation and configuration of all types of ICT equipment for the school, diagnosing and dealing with all common problems associated with ICT systems, services and multimedia computing devices.
- iii. To assist and provide technical support for all school network users as it relates to the use of ICT within the school.
- iv. To carry out administrative network and associated services usage monitoring with the use of specialist software.
- v. To effect remedial repairs and upgrades to a variety of ICT equipment as and when required.
- vi. To assist with and carry out manual handling tasks in order to support the maintenance and upkeep of the ICT infrastructure, associated network devices and peripherals.
- vii. To conduct tasks which assist with the clerical requirements of the ICT department.
- viii. To work closely with the Network Manager to successfully achieve the school's strategic goals which relates to ICT and digital transformation.

2. Line managed by

The Network Manager.

3. Line management responsibility for

None.

4. Payment

This is a full time position, of 36.5 hours per week.

Scale NJC6 - £21,968

5. Generic Responsibilities

- i. All individual members of staff have a responsibility for promoting and safeguarding the welfare of the children and young people they are responsible for or come into contact with on the school sites.
- ii. All staff must know about their roles and responsibilities under the terms of the school's Child Protection policy.

- iii. All staff should be aware of the cultural differences between students dealing with incidents of racism, homophobic bullying & gender stereotyping in accordance with agreed school procedures.
- iv. Staff must carry out their roles and responsibilities with due regard to their own, and others, health & safety.
- v. All staff must know what to do in the event of the fire alarm and lock-down alarm sounding.
- vi. All staff have a responsibility to report potential, or actual, health and safety issues, to the school's health and safety officer.
- vii. All staff are required to follow all agreed school policies and procedures.
- viii. Staff should at all times set an example of personal integrity and professionalism.

6. Responsibilities specific to the role

- i. Troubleshooting problems and resolving issues with all electronic devices i.e. Desktops, Laptops, Chromebooks, Phones and iPads.
- ii. Software installations, updates and workstation imaging.
- iii. Enrolling and Managing devices through Microsoft Azure and Intune/EndPoint.
- iv. Supporting Microsoft 365 Applications, including OneDrive and SharePoint.
- v. Hardware installation and configuration.
- vi. Managing and updating tablet devices (including app deployment) through a Mobile Device Management (MDM) solution.
- vii. Maintaining Audio Visual Equipment for events, in classrooms, offices and in other places around the school (Projectors, Whiteboards, Interactive Displays).
- viii. Asset management and Inventory maintenance.

Day to day duties

- i. Install applications and troubleshoot basic problems.
- ii. Accurately record support requests and outcomes using IT Helpdesk system
- iii. Implement changes to computer hardware and applications.
- iv. Update records of installed hardware and software on the school's Asset register.
- v. Prioritise resolution of problems and follow escalation procedures where required.

- vi. Detect, diagnose and resolve computer, peripheral and application errors.
- vii. Respond to Printer/Copier faults and manage printer quota policies.
- viii. Record and issue loan equipment to staff and students.
- ix. Carry out manual handling tasks for e.g. carrying computer equipment and delivered packages.

General duties

- i. Maintain and configure Enterprise level Antivirus, Backup software and security software.
- ii. Advise on compatibility of hardware, applications and operating systems, according to user requirements.
- iii. Perform diagnostic and recovery routines on network equipment; configure network clients with appropriate server and service information and software.
- iv. Perform routine tasks to maintain user accounts and permissions; set up, maintain and remove Active Directory user network accounts where appropriate.
- v. Check new computer equipment on arrival and install as appropriate.
- vi. Perform wired and wireless network access configuration, monitoring and maintenance tasks.
- vii. Configure items of equipment, including building workstations for use on a network and maintaining a library of driver and configuration files.
- viii. Assist and cover for ICT support staff when necessary. Work with other staff when called upon to facilitate ICT related objectives.
- ix. Source and procure goods and services for the IT department as approved or requested by the Network Manager.
- x. Monitor network computer usage using specialist software and report findings to the Network Manager.

The job description will be effective from

Name: _____

Signed: _____

Date: _____