



JOB DESCRIPTION

1. JOB TITLE: IT Technician

2. SALARY: Grade 12 Point 12-19 (£24,496 – £27,852)

3. RELATIONSHIPS

- 3.1. Reports to the IT Helpdesk Supervisor
- 3.2. Will make and maintain positive productive, professional relationships with working colleagues, members of the Richard Huish Trust (“The Huish Group”) i.e. staff and students, and external suppliers.
- 3.3. This position is based at The Taunton Academy. A typical working week is 08:00 - 16:00 Monday to Thu and 08:00 – 15:30 on Fri.

4. PURPOSE OF JOB

To provide first class 1st and 2nd line IT support services to our community. This will involve directly supporting users in the operation of hardware, Microsoft based applications, Apple based applications, networking and other systems, as well as ensuring that systems meet legal requirements and are kept working, coordinating repairs with our suppliers. Working within a highly skilled team, it will provide you with opportunities to expand your knowledge in all areas of IT.

5. MAJOR TASKS

- 5.1. Providing excellent first and second line IT support to the community.
- 5.2. Taking initiative in resolving any problems with equipment and reporting any defects and maintenance issues promptly where necessary.
- 5.3. Keeping the IT Helpdesk Supervisor regularly updated with day to day issues.
- 5.4. Installation of new equipment and disposal of old equipment and keeping the IT Helpdesk area clean and tidy.
- 5.5. Effectively carrying out IT Helpdesk jobs ensuring a timely resolution.
- 5.6. Assist staff in facilitating the use of IT, intervening where necessary to develop their skills and

understanding.

- 5.7. Maintaining appropriate monitoring and alerting solutions.
- 5.8. Investigate and maintain appropriate licensing information.
- 5.9. Working with consultants where appropriate.
- 5.10. Keeping all server rooms and switch cabinets clean and tidy.
- 5.11. Assisting with the implementation of IT projects and training users in the use of new equipment where appropriate.
- 5.12. Providing support for all areas of the network infrastructure.
- 5.13. Providing support for all areas of the Microsoft network and storage network.
- 5.14. Providing support for all areas of the Mac network.
- 5.15. Keeping the IT Asset Register up to date with all IT equipment.
- 5.16. Keep up to date with changes in technology.
- 5.17. To take responsibility for your own professional development and participate in the Professional Review and Development (PRAD) Scheme.

6. CONTACTS

- 6.1. The post holder will have a wide range of contacts with students, parents, staff at all levels, external support companies and external consultants.
- 6.2. The post holder will take responsibility for safeguarding and promoting the welfare of all students that they come into contact with.

7. WORK COMPLEXITY

- 7.1. You will be required to work both independently and part of a team.
- 7.2. You will need to be able to adapt to the quick changes that are common in supporting an Education Group.
- 7.3. You will be required to provide support across multiple sites within The Huish Group, both on site and remotely.

8. PERFORMANCE REVIEW

- 8.1. The post holders' performance will be reviewed annually as part of the Performance Review and Development Scheme.

9. CONDITIONS

- 9.1. The post is full time (37 hours per week), all year round.
- 9.2. Work that falls outside of normal working hours can be negotiated in advance as time off in lieu, but this is dependent on the amount.