



JOB DESCRIPTION

POST: HET IT- Entry Level Technician **DATE:** SEPT 2024

REPORTING TO: HET HEAD OF IT OPERATIONS

LOCATION: Altrincham Grammar School for Boys/North Cestrian School

DISCLOSURE LEVEL: ENHANCED DBS

The IT team’s primary purpose is to support the smooth running and day-to-day aspects of IT operations within the Trust. The IT team ensures that the Trust operates strong IT compliance and governance in line with the Academy Trust Handbook and Trust Policy requirements.

We are seeking a proactive and motivated Entry level IT Technician to join our school’s IT technical support team. This role is ideal for someone at the beginning of their IT career who is eager to gain hands-on experience in a school environment. The successful candidate will handle routine technical support tasks, allowing the senior team members to focus on larger projects. Along the way, you will learn and develop your skills to tackle more complex technical challenges. The role requires:

KEY RESPONSIBILITIES	
Key Responsibilities	<ul style="list-style-type: none"> • Perform first-line support tasks such as replacing mice, keyboards, and other peripherals. • Reset passwords and assist with basic user account management. • Transport IT equipment (e.g., laptops, tablets, projectors) between classrooms or offices as needed. • Set up and maintain iPads, laptops, and other devices for classroom use. • Assist in the installation and configuration of hardware and software under supervision. • Troubleshoot basic network issues, escalating more complex problems to senior staff. • Support the IT team in maintaining a clean and organized workspace. • Provide occasional in-classroom technical support to teachers during lessons. • Document common issues and solutions for future reference.

	<ul style="list-style-type: none"> • Participate in training opportunities to develop your technical skills.
Key Skills and Attributes	<ul style="list-style-type: none"> • Basic understanding of computer hardware and software. • Willingness to learn and adapt to new technologies. • Strong communication skills and the ability to explain technical issues to non-technical staff. • Ability to work both independently and as part of a team. • A positive, can-do attitude with attention to detail. • Good time management and organizational skills. • Physical ability to move and set up equipment (e.g., iPads, monitors).
Desirable (but not essential) Skills	<ul style="list-style-type: none"> • Experience with Microsoft Windows and Office 365. • Familiarity with basic network troubleshooting (e.g., checking connections, IP settings). • Understanding of mobile device management (MDM) systems. • Basic knowledge of Active Directory user and device management.

This job description is designed to outline the main duties and responsibilities of the role – it is not intended to be an exhaustive list of all duties that may be required to be performed and may be reviewed in the future depending upon operational requirements and staffing levels.

PERSON SPECIFICATION – IT Entry Level Technician

	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • A minimum of GCSEs (or equivalent) in IT, Computer Science, or related subjects. • Previous experience in a similar role is an advantage but not required.
Opportunities for Development	<ul style="list-style-type: none"> • As an entry level IT Technician, you will have the opportunity to develop your skills in more advanced IT tasks, including network management, software deployment, and server maintenance, through on-the-job training and mentorship from senior staff. 	

Mandatory

- Enhanced DBS check required.