Job Title	IT Technician
Job Family	Information Technology
Line Manager	IT Network Manager
Key Stakeholders/Internal Customers	Pupils, Academic Staff, Support Staff, Visitors
Hours	40 hours per week, between the hours of 8am and 6pm Monday to Friday (rotational, i.e. week 1 - 8am start, week 2 - 9am start) Alternate Saturday mornings (term time) 8am-12noon. Weekdays only in school holidays. Year-round position. 52 weeks. Flexibility required to support evenings/weekends/out of hours on ad hoc or emergency basis.
Holidays	25 days paid holiday plus the Bank Holidays and the Christmas close-down. Where Bank Holidays fall in term time they are classed as working days (i.e. May Day) – time off in lieu is given for this.
Location	Repton School and Repton Prep
Benefits	Opportunity to undertake a Level 3 Information Communication Standards Apprenticeship (if appropriate) Employer Pension Scheme Sports Centre Membership Employee Benefit Hub access

Role Overview

- Assist with delivering the school's ICT services and contribute to the development of the school's ICT strategy, in collaboration with the IT Network Manager and Director of IT.
- Support and implement ICT-related projects that help to modernise ICT in line with current developments in technology.
- Be aware of relevant government and school policies, and the school's responsibilities under these, when delivering ICT services, including those on safeguarding, health and safety and data protection.
- Assist in the organisation and supervision of the school's ICT and data systems, contributing to the planning, development and monitoring of ICT support services.
- Support and contribute to the overall ethos of the school.
- Participate in training and professional development opportunities as required.
- Undertake additional ICT responsibilities and support in any other duties as required.

Organisation

- Assist the IT Network Manager and Director of IT in the procurement of ICT equipment.
- Liaise with staff, pupils, visitors and suppliers to support the department and school's aims and objectives.
- Promote the effective and appropriate use of ICT equipment to staff, pupils and parents.
- Contribute to the school's ICT development plan to ensure effective and timely implementation within allocated areas of responsibility.
- Maintain records in relation to information systems and assist with the administration of user and email accounts.
- Keep up-to-date with developments in ICT and update practices where necessary.

Facilities and software maintenance

- Undertake maintenance of ICT hardware, software and the school's network.
- Carry out regular testing on ICT facilities and software.
- Carry out the installation of hardware, software and any other ICT equipment, ensuring they are safe before use.
- Repair and maintain ICT equipment to maximise efficiency.
- Install updates on school software and hardware as soon as they are available.
- Assist in the maintenance of the school's internal intranet in line with SMT requests.
- Assist in the maintenance of the database of software licences, ensuring all software is properly licensed.
- Assist in the maintenance of the equipment register for all ICT equipment.
- Ensure the correct disposal of damaged and redundant equipment in line with current procedures and legislation.

Technical support

- Under the supervision of the Lead ICT Technician, assist with the school's helpdesk provision, ensuring timely resolution to requests and problems and provide regular status updates.
- Keep up-to-date with, and provide support on, the main software packages used within the school.
- Set up equipment to support the delivery of the curriculum.
- Provide advice and training to staff on ICT hardware and software where required.
- Troubleshoot issues on staff and pupil computers, such as software, hardware, configuration and user errors, and ensure these are dealt with in a timely manner.
- Be available to work varied hours to support events that require ICT assistance.
- Provide high-quality user support in all areas of the school's ICT systems.

Data management

- Ensure all data is handled, stored and disposed of in accordance with the Data Protection Act 2018 and the UK GDPR.
- Install software to ensure the safety of school data and report any breaches to the DPO.

Person Specification

Qualifications and training	
Essential	**Desirable**
- One of the below qualifications: - BTEC Level 2 or Level 3 Certificate/Diploma in ICT - OCR Level 2 or Level 3 Cambridge Technical in IT - City & Guilds Level 2 or Level 3 Diploma in ICT Systems Support - NCFE Level 2 or Level 3 Certificate in Digital Skills for Work - AS/A Level in Computer Science or ICT	- A recognised computer or network qualification (such as , Level 3 Information Communications Technician Apprenticeship, Level 3 Digital Support Technician Apprenticeship, Level 4 Network Engineer Apprenticeship) - or equivalent experience.
Skills and experience	
Essential	**Desirable**
- Working in a similar role. - Working with sensitive information. - Installing and configuring ICT hardware and software. - Working well as part of a team. - Prioritising effectively. - Problem-solving and ICT solutions.	- Working in a school environment. - Using school information. - Working with a school management information system.
Knowledge	
Essential	**Desirable**
- Good knowledge of - Network infrastructure. - Microsoft Office. - Windows 11. - Current ICT protocols and standards.	- Understanding of safeguarding - Knowledge of iSAMS (Management Information System)

– Data protection requirements. – Troubleshooting hardware, e.g. servers, routers and hubs.	
Personal traits	
The successful candidate will be	

- Organised and efficient.
- Reliable, punctual and have good attendance.
- Proactive in the working environment.
- Enthusiastic and positive.
- Able to accommodate changes in priorities.
- Able to anticipate workload and plan ahead.
- Willing to work flexibly when required.

Additional requirements

The successful candidate will have

- A good level of competency literacy and mathematics.
- Excellent communication skills, including with children.

Other Important Information

Safeguarding

Promoting and safeguarding the welfare of children and young persons for whom you are responsible and with whom you come into contact is a critical part of all roles at Repton/Repton Prep.

Under the Sexual Offences Act 2003 it is a criminal offence for a person over 18 (e.g. teacher, matron, sports coach) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual. This applies where the child is in full-time education and the person works in the same establishment as the child, even if s/he does not teach the child.

Moreover, whatever the age of the pupil, a sexual relationship between an employee and a pupil will be considered an abuse of a position of trust and gross misconduct, likely to result in dismissal.

Health
The successful applicant will be required to complete a Health Declaration once a formal offer of employment has been made and accepted.

Children Act and Referees
Successful appointment will be dependent upon statutory criminal conviction checks including an enhanced DBS Check in accordance with the Children Act, as well as favourable reports from two referees. It will be assumed that the School may contact your nominated referees without further reference to you, unless you specify any alternative arrangements.

Child Protection Policy
All applicants must be familiar with our Child Protection Policy which can be found at https://www.repton.org.uk/userfiles/reptonmvc/Documents/06-Key-Information/Employment-Opportunities/170916-Child-Protection-and-Staff-Behaviour-Policy.pdf