Junior IT Assistant - Job Description

Reporting To: Network Manager

Purpose of the post

To form part of the team which provides an outstanding support
provision in the usage of ICT equipment and services to enable outstanding teaching and
learning as well as school administration. To promote the effective use of ICT across the school
in co-ordination with the Academic Deputy Head, ICT & E-Learning Team and teaching staff.

Duties and Responsibilities

- To proactively monitor the IT helpdesk, answer calls and emails, and resolve reported issues by staff and students.
- Provide first-line support to end users (teachers and pupils of various age groups).
- To replace consumables such as ink, as well as replace/upgrade hardware and software.
- Installation of Microsoft Windows and Mac OSX
- Installation and maintenance of IT and Networking Hardware such as Interactive Whiteboards, Apple TVs, Wi-Fi APs, Switches and Projectors
- Printer installation and maintenance
- Create user accounts on various systems and databases
- To create user guides on using software & hardware appliances
- General auditing and documentation creation.
- Maintain and update an asset database.
- Collate, process and file associated paperwork.
- Collect, assess and process faults, damages, breakages etc. to equipment.

And to carry out any other reasonable duties which the Network Manager may request or require.

Skill requirements for the post:

- Basic knowledge of Microsoft Windows, Microsoft Office, Apple OSX and iOS
- Basic knowledge and experience of hardware upgrades / removals
- CompTIA A+ certified preferable, but not required.
- Previous experience of working in an educational environment would be an advantage.
- To have a good knowledge of different software packages (e.g. Microsoft Office), and adapt quickly to new software.
- Understand the need to complete a task to ensure that all users are fully supported.
- Be a quick learner and be able to apply knowledge in new situations.
- Be able to work with a wide variety of people.
- Be prepared to seek support when an unknown situation arises to ensure good service is provided to all users.
- Possess a polite and approachable manner, and to have good self-management and timekeeping skills, as well as a proactive attitude.

Training will be provided by the Network Manager