Radnor House
SEVENOAKS

JOB DESCRIPTION

IT Technician - Full-time
Reports to: IT Service Desk Manager

The Purpose of the Role

Provide first/second line technical support to all users and resolve technical issues. Implement, support, maintain, and manage IT services, including networking. Provide technical support for desktop, Server and networking issues. Ensure all IT services are properly maintained and updated, including anti-virus, backups, imaging, and patching.

Key Responsibilities and Tasks

- To be an effective and enthusiastic member of the existing IT Team giving support to Team Members, Staff and Students
- Provide effective first and second Line support to end users within the organisation
- Proactively monitor the School IT systems and take the necessary action where required
- Installation of software and troubleshooting as required
- Management of school printers
- Provide training and guidance to end users where required
- Liaise between the Network Manager and IT Service Desk Manager in order to facilitate both excellent service delivery, technical solutions and infrastructure maintenance
- Other duties required by the Network Manager and/or IT Service Desk Manager as requested

Skills and Personal Qualities required:

- Relevant discipline qualifications including MCSA/MTA/MCP/CCNA – desired but not essential
- Administration of MS Office 365 / MS Azure functionality
- MS Windows 10
- Windows Server 2016 administration
- Experience with Active Directory
- Experience with IT monitoring systems
- Proven track record with previous first and second line support
- Previous School support experience would be beneficial
- Excellent communication and troubleshooting skills
- Ability to communication effectively with stakeholders at all levels
- Ability to work as a member of a team and use their own initiative to diagnose and resolve technical issues

Other considerations

- Knowing the school regulations and health and safety policy and being aware of and implementing the school rules and school policies, in particular safeguarding of children

- Co-operating with Radnor House Sevenoaks in all matters concerning Health and Safety and specifically to take reasonable care of their own Health and Safety and that of others who may be affected by their acts or omissions at work
- To undertake other such duties that may from time to time be reasonably assigned by the Head, Business Manager or Group Finance Director
- To contribute to the co-curricular life of the School
- To continue the roles outlined in this job description to the highest level

Appointment Details:

Full time Monday to Friday, 40 Hours per week, 52 weeks per annum
25 days' annual holiday entitlement to be taken outside term time, Christmas Closure + 8 bank holidays
Free lunch during term time
Contributory pension scheme
Use of School Fitness Suite

The above Statement of Responsibilities is agreed to be an accurate job description.