



# The Fernwood School

*High Achievement with Care & Discipline for All*

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ICT SERVICES  
TECHNICIAN



**Reports to:** ICT Systems Manager

**Responsible for:** Support for ICT Services.

**Main Purpose:** The post holder will work alongside the ICT Systems Manager in running and maintaining the school's network infrastructure and the day to day running of ICT facilities and systems across the site including; PCs and Macs, Mobile devices including iPads, Audio/Visual equipment – projectors, screens/interactive screens, Printer/Copiers, IP Telephony equipment and security equipment. This role will have responsibility for providing ICT support for staff, governors, and students. To deputise for the ICT Systems Manager where appropriate and take necessary actions in their absence.

**Main Activities:**

- Respond to queries and requests for assistance, logging and updating those queries to reflect the ongoing status using the helpdesk ticket system, prioritising to ensure minimum disruption to teaching and learning
- Fault diagnosis and resolution of issues, in co-operation with system and equipment suppliers as appropriate
- Assist in maintenance of school's infrastructure; LAN and WLAN
- Providing support to end users for all ICT requirements
- Providing support for hardware and software
- Setup and maintain ICT hardware such as computers, audio/visual equipment, printers/copiers, interactive boards/screens and projectors as required and to expected standards
- Perform computer desktop, server and network upgrades/repairs as required
- Assist in procurement, configuration and installation of new hardware and software systems including hardware, consumables, and parts
- Manage and maintain the school's ICT inventory
- Ensure the correct disposal of damaged and un-repairable equipment and that the school meets its recycling duties in line with current procedures and legislation
- Maintain user and group accounts for all managed systems
- Advising users of appropriate ICT usage
- Liaise with external support to resolve faults efficiently
- Liaise with external suppliers for the repair of equipment under warranty or maintenance contract
- Monitor and maintain consumable stock levels
- Assist in monitoring and maintaining the Internet filtering system



- Assist in maintaining appropriate documentation for systems and users
- Updating various web sites, editing and creating new content as appropriate
- Take part in research and development of new technologies

### **Support for the School:**

- To support the school with its multiple functions the role requires direction taken from any member of the Support Staff Management Team and the School Finance Team.
- Participate in training and development activities and programmes, and attend and participate in meetings as required.
- Hold or complete a first aid qualification to be able to provide first aid when required.
- To support the school with duties as required.
- Provide IT support at after school events as required.
- Be aware of the Data Protection Act and other relevant legislation to ensure that confidentiality of records and information is maintained and data is processed correctly.
- Undertaking any other duties that may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.



	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Supporting users on school or business networks</li> <li>Experience of Windows operating systems</li> <li>Excellent IT skills and computer literacy</li> </ul>	<ul style="list-style-type: none"> <li>Experience of supporting large numbers of users in a School environment</li> <li>Experience of Microsoft Server operating systems</li> <li>Experience working with Apple Mac + iPad devices</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Communicate effectively both orally and in writing</li> <li>Be highly focused and flexible</li> <li>Have an interest in ICT in order to provide an excellent service</li> <li>Ability to work collaboratively</li> <li>Ability to work under pressure, prioritise and organise own workload with good time management skills.</li> <li>Ability to demonstrate practical troubleshooting and problem analysis techniques</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>ICT Systems and Software</li> <li>Microsoft Office/Microsoft 365</li> <li>Network and computer security concepts and troubleshooting</li> <li>An excellent working knowledge of desktop computers, laptops, interactive boards / screens, projectors, smart phone / tablet hardware devices and configuration</li> <li>Have flexibility to problem-solve, troubleshoot, and resolve issues quickly and efficiently</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft Server operating system</li> <li>Active Directory and Group Policy</li> <li>Windows Deployment technologies</li> <li>HPE/Aruba Switching</li> <li>HPE/Aruba Wireless</li> </ul>
<b>Personal competencies and qualities</b>	<ul style="list-style-type: none"> <li>Effectively manage multiple priorities and meet deadlines</li> <li>Be proactive and well-motivated in approach to the job</li> <li>Flexible and adaptable to changes in development of technology</li> <li>Good attention to detail and ability to show initiative</li> <li>Maintain confidentiality</li> </ul>	