

MEADOW HIGH SCHOOL JOB DESCRIPTION

Job Title:	IT Technician
Grade:	Scale 4
Reports to:	IT Network Manager
Hours:	Full time, 36 hours per week, 52 weeks per year.
Location:	Across both Meadow High School sites; Royal Lane (Hillingdon) & Northwood Road (Harefield)
Contacts:	Internal: Other school staff and pupils External: LA, Governors, other schools, contractors, manufacturers and suppliers, members of the public.

Purpose of the Job:

To provide technical IT support to both staff and students, ensuring the school's IT systems, devices, and network operate efficiently and securely. The IT Technician will support the IT Network Manager in maintaining, developing, and delivering reliable ICT services across both school sites.

Key Responsibilities

Operational / Technical Support:

- To provide & deliver first line support for staff, students and administrative teams.
- Respond to help desk tickets, prioritising issues based on impact.
- Diagnose, troubleshoot and resolve hardware and software faults on PCs, laptops, tablets (iPads/Chromebooks), printers, interactive screens and classroom devices.
- Regularly check and maintain Wi-Fi connectivity in key areas.
- To assist with troubleshooting network connectivity issues and escalating when required.
- Supporting teaching and learning by resolving classroom IT issues promptly.
- Be responsible for resetting passwords, managing accounts (AD, Google Workspace).

Device Management:

- Deploy, configure and maintain school devices using imaging/enrolling via MDM (Cisco Meraki, Google Admin, Intune, Jamf, ABM/ASM).
- Update iPads/Chromebooks/Windows devices via MDM (Cisco Meraki, Google Admin, Intune, Jamf, ABM/ASM).
- To maintain and track device inventory, ensuring devices are correctly documented and labelled.

- Carry out hardware repairs and issues; keyboard replacements, screens, storage, RAM, chargers, batteries etc.
- To prepare, secure, collect and maintain devices for exams in line with JCQ requirements; lockdown mode, test mode, seating layout setup.

Network & Systems Support:

- Monitor and assist with the maintenance of network stability, servers, switches, wireless access points, and other infrastructure under guidance from the IT Network Manager,
- Monitor network stability and report abnormalities to the IT Network Manager.
- Check server health; disk space, backups, antivirus, updates.
- To support patching Windows devices, clients and basic service updates.
- Basic switch checks; lights, connectivity, rebooting non-critical switches when required.
- Update IT network documentation when changes occur.

Classroom & Audio-Visual Support:

- Maintain projectors, interactive boards, displays, sound systems, and visualisers.
- Replace bulbs, clean filters, and install cables or adapters.
- To support teachers with classroom tech setup (visualisers, webcams, microphones).
- Support assemblies, school performances, parent evenings and events requiring AV or IT setup.

User Support / Onboarding / Training:

- Set up user accounts, email accounts, permissions, and group access for new staff and students.
- Assist with the onboarding process (relating to IT) for new staff joiners.
- To produce user-friendly guides and knowledge base articles.
- Provide and deliver training for staff on software use such as using Microsoft Teams/Google Classroom, email/calendar, printing/scanning.

Administration & Compliance:

- Maintain and keep accurate asset records, registers and device logs.
- Follow school policies relating to safeguarding, cybersecurity, GDPR and data protection.
- To support the IT Network Manager with safeguarding and monitoring products (Smoothwall, Senso, Impero, etc).
- To assist with GDPR data requests, secure data deletion, equipment disposal and software licensing checks.
- Complete and submit documentation for audits when required.

Support the IT Manager (Key Areas):

- To assist the IT Network Manager in planned large IT projects; network upgrades, server replacements, Wi-Fi improvements, classroom refreshers.
- Ensure backup checks, antivirus updates, and patching status reports are ready for review.
- To provide and gather data, including, reports, information and status updates as requested.
- Perform routine maintenance, escalating recurring issues or concerns quickly and efficiently.
- Liaise with external suppliers, contractors and support partners.
- To assist in the coordination of third-party contractors on site.
- To assist in the maintenance of CCTV; basic troubleshooting, checking footage availability.
- Support with the schools' door access and alarm control system.
- To deputise in the absence of the IT Network Manager.

General:

- Be a fully participating member of the school community, willing to promote the ethos of the school, and have a positive attitude to the special needs and learning difficulties that the pupils experience.
- To take an active interest in the daily life of the school.
- Undertake any other broadly similar duties as may be allocated from time to time.
- Take part in staff meetings, both with internal staff and with outside agencies, at the request of the Headteacher.

Training:

- Undertake appropriate training courses as required to ensure the effective and safe performance of the duties and responsibilities of the IT Technician.

Safeguarding:

- Understand and implement all Safeguarding policies and procedures in relation to working with children and young people.
- Ensure that you fully understand and implement all of the roles and responsibilities in relation to Safeguarding Children and Young People.
- This organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
- Abide by the objectives and targets of both the Senior Manager and the Governing Body, and follow the procedures and practices utilised in all aspects of the work, including computerised and manual systems and the maintenance of relevant records

The post holder may also be asked to undertake any other duties which may reasonably be regarded as within the nature of the duties/responsibilities/grade of the post. This would be subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific cases.

To ensure Meadow High School can provide suitable supervision and support for pupils, staff may occasionally be deployed to other locations which form part of the premises of the school, or elsewhere as may reasonably be required by the Headteacher of the school from time to time.

Date: January 2026

Signed [post holder]:

Date:

SLT Counter signature:

Date:

MEADOW HIGH SCHOOL - IT TECHNICIAN - PERSON SPECIFICATION

Person Specification				
Training and Qualifications				
		E - Essential D- Desirable	Application	Interview
1.	Good numeracy and literacy skills.	E	/	/
2.	CompTIA A+, N+, or similar IT related / relevant qualification	D	/	/
Experience, Knowledge, Skills and Attributes				
		E - Essential D- Desirable	Application	Interview
3.	Experience in IT support or a similar technical role (full training will be provided).	D	/	/
4.	Experience of working in a school or educational environment.	D	/	/
5.	Good knowledge of Windows, Chromebooks, iPads and common educational software.	E	/	/
6.	Understanding of networking basics (IP addressing, Wi-Fi, switches).	D	/	/
7.	Knowledge of Microsoft 365 Admin, Google Workspace Admin, or Apple School Manager.	D	/	/
Personal Qualities				
	Essential or Desirable	E - Essential D- Desirable	Application	Interview
8.	Strong troubleshooting and problem-solving skills.	E	/	/
9.	Excellent communication and customer service skills.	E	/	/
10.	A strong willingness to learn and adapt to school-specific systems.	E	/	/
11.	Ability to work independently and under guidance.	E	/	/
12.	Ability to work flexibly, including occasional evenings.	E	/	/
13.	Ability to work under pressure and prioritise effectively.	E	/	/

14.	To hold a current driving licence.	E	/	/
15.	Commitment to maintaining confidentiality at all times.	E	/	/
16.	Commitment to safeguarding and equality.	E	/	/
17.	Commitment to the security and wellbeing of the school.	E	/	/