

JOB DESCRIPTION

IS Technician	
Salary band	
Department / reporting to	Information Systems / Senior IS Technician
Hours per week / weeks per year	37 hours per week with a requirement to work occasional weekends and evenings
Employment status	Permanent / full time
Purpose and objectives of role	<ul style="list-style-type: none"> To provide hardware and software support and installation services to the School in order to ensure a high standard of service to staff and pupils. Ensure ICT software and hardware inventory is up to date.
Key areas of responsibility, tasks and duties	<p>Promote and safeguard the welfare of the children and young people with whom you come into contact</p> <ul style="list-style-type: none"> To provide a professional first line technical advisory and diagnostic support service to Royal Hospital School customers within a Service Desk environment during the service window. To assist with the daily backup routine for tape changing and log monitoring, escalating any issues to the Senior IS Technician To ensure that all reported technical issues are dealt with professionally and competently and that they are recorded on the Helpdesk system and are resolved or escalated as required. To report and manage any incident that requires the services of a third party organisation. To assist in the setup and maintenance, of any IS hardware and software To assist with the management, maintenance and operation of the School's audio-visual facilities. To action any asset change and where necessary update records in the assets database or associated documentation. Produce user documentation and reports as required.

	<ul style="list-style-type: none"> • To complete additional ad hoc project work, as required • To assist the IS Manager by carrying out reasonable requests for additional duties as and when required. • To assist the AV Systems Technician and Reprographics Technician where required. • To make recommendations on potential improvements to working practices and performance to improve service levels and customer satisfaction. • To keep the working area clean & tidy at all times.
<p>USP benefits challenges opportunities</p>	<ul style="list-style-type: none"> • A position requiring a combination of technical and practical skills. • The unique status of the school provides variety and interest as well as an exceptional working environment. • Developments in IS, mean continual updating of skills is essential. • Opportunity to contribute to departmental effectiveness and the School's success. • Lunch is provided free in the School dining hall.