



Job Description: IT Technician

A Christian community where everyone has the right to be happy, be safe and achieve.

Line Manager	Network Manager
Hours	36 hours per week – 52 weeks pa
Core Purpose	<ol style="list-style-type: none">1. To know, share and embed the School Vision;2. To carry out all duties, responsibilities and accountabilities in accordance with School Policies and Procedures and Statutory Requirements; and3. To work with the Network Manager in providing a comprehensive IT support service across the school.
Key Responsibilities	<ol style="list-style-type: none">1. Provide an on-demand helpdesk service giving support to all users of the school by logging support requests, attending to issues and resolving as many queries as possible with first contact and escalating requests where appropriate;2. Setup, install and maintain hardware items across the school, including PCs, laptops, tablets, Digital Signage and AV/interactive projector solutions;3. Assist with installing, deploying and maintaining software across the network as appropriate;4. Add, amend or delete user accounts on the network, ensuring appropriate permissions are granted or removed as necessary;5. Maintain the School's web filtering system, querying reports as necessary;6. Assist with management of multi-functional devices around the school, including replenishing of supplies;7. Assist with troubleshooting network or server faults or issues, maintaining backup systems and reviewing alerts from network monitoring software and reporting as necessary;8. Assist with the operation of the school's access control and IP CCTV systems, including scheduling of access permissions for events and retrieving CCTV footage on request;9. Updating and maintaining the asset register of School-owned devices;10. Undertake tasks to assist other staff members, including activities on the School's MIS as requested;11. Provide training to staff as needed to assist them in using the IT systems effectively;12. The opportunity to take the lead on and implement specific projects as discussed and agreed with the Network Manager
<p><i>To have due regard to the Health & Safety at Work legislation in carrying out all aspects of the post. To promote the Academy's Equal Opportunities policy in carrying out all areas of the post. Such other duties as may reasonably be required and are commensurate with the post grade. The post-holder must be able to form and maintain appropriate relationships and personal boundaries with children and young people, in safeguarding and promoting their welfare.</i></p>	
<p><i>This job description may be changed to reflect or anticipate changes in the job, commensurate with the grade. Staff are expected to comply with any reasonable requests from the Head Teacher to undertake work of a similar level that is not specified within this job description.</i></p> <p><i>This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.</i></p>	



Person Specification: IT Technician

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Line Manager

Network Manager

Hours

36 hours per week – 52 weeks pa

1. In depth knowledge of ICT technologies
2. Experience of Microsoft server operating systems
3. Good understanding of cyber security principals
4. Knowledge of school MIS
5. Experience of networking and fault diagnosis
6. Experience of diagnosing and resolving complex technical errors
7. Experience of providing advice and guidance to users in their use of ICT equipment