



THE LATYMER SCHOOL

Founded 1624

ICT 1ST AND 2ND LINE SUPPORT TECHNICIAN

This role is currently being offered as a 12 Month Temporary Contract.

36 hours per week

Salary scale Scale 3 point 14 - £20,007

PURPOSE

The ICT 1st and 2nd Line Support Technician will act as a link between both students and teachers and ICT staff to ensure that any daily queries/problems are resolved. The 1st and 2nd Line Support Technician will work in a small team of four including the ICT Manager. The Line Manager is the ICT Manager.

DUTIES:

- To perform basic PC Hardware tasks such as changing hard drives
- To perform basic network tasks such as managing network user accounts
- To contribute to:
 - The day to day technical operations of the ICT function
 - Managing the wireless classrooms and booking out loan equipment

RESPONSIBILITIES:

- Managing user accounts and perform such tasks as changing passwords and monitoring disk usage.
- 1st line support of the day to day technical operations of the computer network and ensuring computer rooms are fully operational.
- Interactive whiteboard support.
- Support the wireless classrooms.
- Booking out of digital cameras and projectors.
- Be able to set up PC and Apple hardware.
- Be able to support Windows 10, Microsoft Office, OS X

PERSONAL ATTRIBUTES OF 1ST and 2ND LINE SUPPORT TECHNICIAN:

- Good organisational skills
- Adaptable and patient
- Confident and clear communicator
- Good interpersonal skills
- Desire to learn and develop professionally
- Self motivation
- Commitment

SUPPLEMENTARY INFORMATION:

- The 1st and 2nd Line Support Technician is expected to support teachers when necessary regarding their day to day teaching using ICT e.g. checking equipment, changing passwords, diagnosing/solving software operation issues, ensuring rooms and the wireless classroom are operational.

- The 1st and 2nd Line Support Technician will work closely with the ICT Manager and Assistant Network Manager to ensure that continual running of ICT technical operation within the school

The conditions of service for Latymer Support Staff apply.

Holidays to be taken out of term time unless agreed with ICT Manager.

Flexible hours but envisaged to be 8.00 - 16.00