**Job Title**: 1st/2nd Line ICT Technician

Salary: £22,376 to £24,904

Hours: Full Time, 36 hours per week

We are seeking to appoint an enthusiastic and hard-working ICT Technician who is a self-starter with a willingness to learn and expand their technical knowledge as well as managerial skills.

# This is an exciting opportunity to join a well-established Church of England secondary school.

# **Job profile**

To provide whole school IT support for both students and staff.

# **Accountabilities**

# The Post-holder will be managed by the School Business Manager and will also work closely with the Curriculum Head of IT and our 3rd Line infrastructure support provider.

# **Conditions of Service**

The post-holder will work 36 hours per week, usually between 8.00am and 4.00pm Monday, 8.00am and 3.30pm Tuesday to Friday (flexibility will be required). Participation in out of hours work may also be required. The working year is 52 weeks including paid holiday entitlement. Holiday entitlement is a pro-rata 28 days, 3 of those days to be taken during the School closure between Christmas and New Year, plus bank holidays.

**Main Responsibilities**

Installation and maintenance of ICT equipment and software, including classroom projectors and interactive whiteboards.

ICT/AV presentation setup/support

Supporting staff in classrooms with interactive whiteboards and media devices.

Exam IT support; setting up exam laptops, audio/visual recording devices and providing support for staff and students.

Maintaining accurate manual and electronic records relating to all ICT work carried out

Auditing of all equipment.

**Technical skills**

Up to date knowledge and technical experience of the following:

Microsoft Windows 7 & 10, Windows Server 2012/r2, 2016 Active Directory, MS Office 2013, 2016 and Office 365, Apple OS and desktop related software products. Networking, LAN/WAN, TCP/IP, Anti-Virus, Active Directory, Exchange 2010. User administration, Distribution and Security Group, Group Policy.

Supporting Apple products, specifically iMacs and iPads in an educational or corporate environment.

Understanding of VoiP telephony systems.

In-depth knowledge of pc hardware.

Printer deployment.

**Skill, Experience and Qualifications**

Good standard of numeracy and literacy with English and Maths GCSE (Grade A-C) or equivalent. Higher Education in Maths and Electronics/Computing/Telecommunications desirable.

Previous experience in an educational environment for a minimum of 1 year is desirable.

The ability to organise and prioritise IT Support jobs on the IT Helpdesk and IT Support calls taken in person and over the telephone.

The ability to balance priorities and take responsibility for the completion of a task.

To be able to work independently and show initiative in providing an ICT Support Service covering hardware, software and peripherals. This includes administration of the network, maintenance of related equipment and other learning resources.

Experience of working in a busy / fast paced and sometimes pressurised environment.

**Personal Attributes**

Self-motivated, with a strong commitment to team-work and service.

Excellent interpersonal skills with the ability to communicate effectively with a wide range of people and personalities

A common sense approach and enthusiasm to learn.

The capacity to remain calm and to cope under pressure.

Troubleshooting skills, backed by a clear, analytical approach to problem solving.

Flexible and adaptive as this role may require some evening or weekend work at times, (time off in lieu will provided).

Able to relate well to young people.

Personally committed to the school’s ethos/work/aims.

Archbishop Tenison CofE School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Please note that this post is exempt from the Rehabilitation of Offenders Act 1974 and is subject to an Enhanced Disclosure & Barring Service (DBS) Check.

All candidates must complete our standard application form to be considered. CVs are not accepted in the interests of safeguarding.

The deadline for receipt of your completed application is strictly Thursday 14th February 2019.

Interviews will be held on Thursday 28th February 2019.