



JOB DESCRIPTION

Job Title: IT Technician

School/Service: St Mary's & St John's CE School

Reports to: IT Manager

Salary: NJC17-NJC19 £33,912 - £34,929 FTE

Hours / Weeks: 36 Hours per Week – Full time (52 weeks)

Job Purpose:

To support the provision of high quality and professional ICT services to all staff and students within the school, as required. The ICT team work in a dynamic, fast-paced environment, which provides services remotely, through e-mail and in person.

Main Duties and Responsibilities:

- Work independently to provide day-to-day ICT support across all business sites
- Manage own workload through the allocation of calls via the helpdesk
- Providing first and second line ICT support to staff and students
- Maintenance of all ICT rooms and equipment
- Evaluate new and existing software
- Attend and contribute to ICT related meetings
- Assist in the development of recording systems for ICT usage
- Keeping the ICT software/hardware inventories up to date
- Providing technical support for staff presentations
- Be aware of and adhere to all relevant health and safety legislation associated with duties undertaken
- Commission, maintain, test and repair electronic/computer systems, associated peripherals and AV equipment ensuring this equipment complies with health & safety legislation
- Install and configure software
- To comply with school's safeguarding procedures, including regular liaison with the designated child safeguarding person over any safeguarding issues or concerns
- To comply with school's policies and procedures at all times
- Undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the business
- Administrate Active Directory, Exchange, MIS system, IP Telephony and Office365
- Install new and upgraded software and hardware
- To monitor and manage reported faults and requests, including via the helpdesk
- Liaise with external support companies responsible for resolving faults and requests
- To assist in maintaining appropriate inventory and cataloguing systems
- To offer recommendations to the onsite IT System Manager on additional and better use of ICT resources
- Manage the Mobile Device Management systems

- Manage remote application and access systems for users
- Manage the print management software, multi-function devices and printers.

Incident, Request and Problem Management

- To ensure that all incidents and service requests are logged appropriately on the IT Helpdesk System and appropriate and accurate documentation maintained
- To retain ownership of incident and service request tickets and ensure staff are regularly informed of the status of their incident or service request.
- To ensure that incidents and service requests are resolved with the target resolution time and that the solutions are documented within the system.

Service Support:

- To image, deploy and maintain PCs, Laptops, tablets etc.
- To install, configure and maintain computer peripheral equipment such as scanners, printers, Interactive Whiteboards and projectors, ensuring that this hardware is regularly tested and ready for use when required
- To install and test new software and software updates/upgrades, ensuring compliance with software licensing regulations at all time
- To create and maintain user login and email accounts ensuring that new staff and students receive credentials in a timely fashion
- Ensure that all systems documentation is maintained and updated as required.