CHENEY SCHOOL - JOB DESCRIPTION

**Job Title** IT Helpdesk Technician **Department**  ICT

# **Reporting to** IT Team Leader **Hours per week** Full Time

**Scale** Grade 5 (Points 14 to 17) **Hours of Work** 07:30 – 3:30

## Principal Responsibilities

To work towards achieving all the experience and skills outlined below whilst working in the post of IT helpdesk technician.

* Act as the principal point of contact for users using the IT helpdesk
* Perform routine tasks such as resetting passwords, restoring files and setting up new accounts.
* To assist in the smooth running of the school’s network, ensuring that all faults and problems are quickly rectified
* Carry out essential testing and pro-active monitoring of ICT resources
* Keep accurate records of jobs undertaken and their solutions
* To install and configure computer software to ensure that it operates to maximum potential.
* Assist with the Helpdesk monitoring and reporting systems to ensure service delivery meets user demands.
* To carry out troubleshooting, maintenance and repair of equipment as necessary.
* To undergo and deliver training as necessary
* To offer technical support to staff members and students via telephone, e-mail and face to face.
* Assist with the setup of equipment such as PC, laptops, projectors, iPads, mobile devices, PA sound systems and other specialist equipment prior to their use in lessons, assemblies, meetings and school events

### General

* To participate in the school’s staff development/appraisal process.
* To be familiar with, and to adhere to, relevant parts of the school’s Health & Safety policy.
* To undertake such other duties as may be required from time to time.
* Show willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as appropriate

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