



## **JOB DESCRIPTION IT SERVICES TECHNICIAN**

**Job Title:** IT Services Technician

**Responsible to:** Head of IT Services

**Last Updated:** March 2019

**Frequent working contact with:**

SIMS Co-Ordinator, Examinations Officer, Premises Manager, Events Co-Ordinator, all teaching and non-teaching staff in Prep and Senior Schools, students, parent, suppliers, service contractors, agencies.

**Overall Purpose of the role:**

To provide outstanding first line technical support to all aspects of the College. Working within the IT Services team to contribute to the overall delivery of IT software and systems.

**The department**

The IT Services department is responsible for supporting and maintaining the College's IT systems and for providing fast, efficient support for staff, students, parents and the wider Columban Community. The department is responsible for resolving all IT related faults quickly and efficiently, as well as being proactive about fault finding and providing solutions before problems occur.

**Skills Set:**

- Windows 10
- Wireless Networking
- Networking Security
- Microsoft Office including 365
- Hardware maintenance
- Configuration and installation of software packages

## **Main areas of responsibility**

- Provide appropriate technical support, help and advice to staff and students.
- Escalating IT Issues to the Head of IT Services in a timely manner
- Ensure tasks are logged on the IT Helpdesk and are processed in an effective, efficient and timely manner
- Diagnosing and resolving all 1<sup>st</sup> line issues
- Undertaking projects as instructed by the Head of IT Services
- Provide both server and desktop support
- Setting up new PC's and Laptops and installing software
- Ensuring desktops and servers are kept secure and make recommendations were necessary
- Manage day to day email tasks such as creating alias', mailboxes and distribution groups.
- Managing user accounts and permissions on network resources
- Maintaining printers and consumables, logging any issues where required.
- Support staff with the use of virtual learning environments and homework sites.
- Ensure IT equipment and resources are available to staff and students when required.
- Create and maintain documentation
- Regularly check the IT Suites
- Repairs and warranty claims
- Maintaining an up to date Asset Register for all computer hardware and software.

## **Other**

- Heavy lifting is required
- Provide staff training on inset days if required
- Performing basic administrative support duties, as required, to meet specific operational objectives
- Occasional out of hours working is required for meeting deadlines, or supporting the college in its activities such as events where IT is required, or students and staff require our support outside of hours
- Provide assistance to the Head of IT Services when required
- Providing support and knowledge transfer to the other members of the IT Services Team
- Ensuring that a high level of customer service and support is provided to all stake holders

## **Generic Responsibilities**

- Responsibilities carried by all Support Staff in the College comply with the contract of employment.
- Adhere to Catholic School contractual obligations and expectations regarding support for the College's essential ethos as set out in the contract of employment.
- To support the Child Protection policy of the College with particular reference to 'E-safety'.
- To play a full part in the life of the College community to support its distinctive mission and ethos and to encourage staff and students to follow this example.

## **Safeguarding Children**

The appointee's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he comes into contact will be to adhere to and ensure compliance with the School's Child Protection Policy at all times. If in the course of carrying out the duties of the post the appointee becomes aware of any actual or potential risk to the safety or welfare of children in the School s/he must report any concerns to the Designated Senior Leader.

## **The position**

- Normal hours of work will be full time (35 hours per week), Monday to Friday, plus a one-hour unpaid lunch break. On occasions, the candidate will be required to be flexible with working hours to accommodate the needs of the College by providing dedicated IT support to staff outside of the normal school day. During term time, the IT department as a whole are required to provide coverage from 7.30 am to 5.30 pm. The candidate will also be required to attend on INSET days and the annual Columban Fayre.
- Salary will be Band B of the support staff salary scales and in the range of £20,809-£27,507 dependent upon experience and qualifications
- 25 days' annual leave + bank holidays and 3 discretionary, non-contractual days between Christmas and New Year when the College shuts down
- Free lunches during term time
- Free use of the College Fitness Suite outside of normal school hours
- Free car parking on site
- Eye care vouchers
- Contributory pension scheme into which the College contributes 6% of salary

The job description will be reviewed regularly and may be subject to amendment after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectation in relation to the post holder's responsibilities and duties in the Prep and Senior Schools