Role: **ICT Helpdesk Technician**

Type: Full-time, permanent

Hours: **Term time** Monday to Friday 7.45am until 5pm
                 School Holidays: Reduced hours, typically 10am until 4pm or more,
                 depending on need

Reports to: Bursar

Start Date: ASAP

Job Description

This role is the first point of contact for all IT support queries for our busy school of 100 staff and 400 pupils working across 3 sites. In particular, the job holder will:

1. Provide excellent first and second line technical support to all members of the school community
2. Run the IT help desk, logging, prioritising, tracking, allocating and completing support cases
3. Troubleshoot problems and resolve IT user issues with:
    a. Desktop (Windows, Mac, ChromeOS) and mobile device (ChromeOS, iOS) hardware and software
    b. Classroom & event audio and display equipment
    c. Network access and service connectivity
    d. Displaying and running multimedia content
    e. Communications including e-mail, video conferencing and telephone
    f. Printing and reprographics
4. Keep staff up to date on the status of their support cases and resolve issues in a timely fashion
5. Regular cleaning and maintenance of IT and AV equipment

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6. Maintain records of portable equipment and devices loaned out to members of the school community

7. Maintenance of printers and their consumables:
    a. Ordering consumables ensuring value for money and acceptable quality
    b. Escalating faults and managing attendance of printer service engineers
    c. Ensuring consumables are stored appropriately after delivery

8. Under supervision, assist in the ongoing management, maintenance and renewal of the School's IT systems and equipment, including helping:
    a. Install, patch and upgrade of software and firmware
    b. Troubleshoot, diagnose and resolve software and hardware faults
    c. Perform hardware, maintenance, repairs and upgrades
    d. Remediate network and service related issues
    e. IT asset + warranty tracking and securing equipment
    f. Maintain licenses, subscriptions, warranties, support contracts and IT site documentation

9. To work cooperatively and effectively with the other members of the KS IT team and the school community
    a. Escalate second / third line support issues to the appropriate team member or supplier
    b. Assist & collaborate with other IT team members to ensure the continuity of service and smooth running of the school
    c. Help deliver staff digital technology training as required
    d. Help author in-house knowledge base and training materials as required
    e. Help others with their design, print and reprographics needs
    f. Provide IT, AV and multimedia support at school events within and outside of normal school hours
    g. Exemplify and help others apply the school's IT acceptable use policy
    h. Apply the principles of the KS code to all aspects of work and interactions with others

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Person Specification

Education & Qualifications:
Educated at least to A level standard, ideally in relevant subjects
Evidence of ongoing IT qualifications preferred

Experience & Skills:
3+ years in an IT Technical Support role
Previous experience in a school preferred
Experience supporting AV technologies preferred
Experience of working with Windows, Mac & ChromeOS environments including use of relevant admin tools, consoles and MDM
Experience using virtualisation technologies, trouble-shooting server and networking issues would be ideal
Experience managing assets and recording the lending of equipment

Competencies
Excellent communication skills (written & verbal)
Ability to communicate with staff, pupils & parents in plain language without relying on complex technical explanations and industry jargon
Appreciates the requirement for data privacy and IT security best practices
Friendly and professional approach
Capable of working under pressure
Logical approach to problem solving
Time management skills
Able to prioritise own work
Able to use initiative
Flexible

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