JOB DESCRIPTION

Post: IT Technician
Responsible to: IT Network Manager and SLT Line Manager
Salary Scale: Inner London Support Staff Scale 7 – 10 £29,412 - £30,771
Hours of Work: 37.5 hours per week. Term Time Only or All Year Round

The Urswick School is looking for an enthusiastic and experienced IT Technician to join the team. The Urswick School operates a Windows environment, with virtualised Windows Server, O365 and approximately 300 desktop PCs. There is one Mac suite and Sixth Form students are issued Apple iPads. The IT team also supports classroom audio/visual equipment and multiple administration systems, including the core Management Information System (MIS), access control, visitor management and CCTV.

The Urswick School also provides ICT support for New Regent's College in Nile Street, near Old Street. A maximum of 40% of the role is providing support on site or remotely to them. The technical environment on both sites is similar and remote access is in place for remote monitoring and management.

Responsibilities

- Assist the Network Manager with the delivery of school's in-house IT support

- Resolve service calls as directed by the Network Manager

- Use the helpdesk system to report, manage and action support requests

- Provide clear and polite communication to staff to inform them of actions taken and progress of support requests

- Provide technical assistance to school users (staff and students), and report all service requests via the helpdesk system

- Produce user guides for staff and the IT support team

- Keep the IT offices clean, tidy and safe

- Undertake all other duties as directed by the Network Manager

- Perform "green-light" service checks each morning as directed by the Network Manager

- Maintain server and client anti-virus/malware agents and monitor centralised systems

- Monitor daily data backup reports

- Assess and resolve hardware/software issues on user PCs

  This includes peripherals, such as visualisers, webcams, etc.

- Support classroom audio/visual equipment, e.g. interactive panels and boards, projectors, and speakers

  Undertake regular 'classroom readiness' checks

- Provide support for staff and student iPads
- Support school's peripheral systems
- Troubleshoot print problems and escalate to print management partner if required
- Maintain IT asset list
- Monitor equipment swap-stock usage
- To support the effective delivery of the ICT/ Computing curriculum which covers a variety of aspects
- To participate in exam invigilation as required, especially where candidates are using ICT as part of the exam
- Duties during the school holiday period may be different from during term time to suit the operational demands of the school

Summary

- To support the effective delivery of IT Support Services

Leadership

- To disseminate good practice across the school.

Standards

- To support the aims and ethos of the school.
- To set a good example in terms of punctuality and appearance.
- To uphold the school's behaviour code and uniform regulations.

Selection Criteria

Education and Training

- Minimum of GCSE or equivalent in English, Maths and Science.
- Training in first aid (or a willingness to undertake training).

Experience

- Experience of working in a school, college or university would be an advantage but not essential.

Candidates will ideally have hands-on experience with the following:

- Microsoft Active Directory (Windows Server 2019)
- Microsoft O365 admin centre
- Windows 10 Pro 64-bit
- Enterprise Wi-Fi 802.11ac
- Sophos Intercept X
- Apple iOS
- Lightspeed MDM
- Apple School Manager

Knowledge

- Commitment to equality of opportunity and inclusive education.

Skills

- The ability to meet deadlines.

- Excellent organisation skills.

- The ability to maintain accurate records.

Personal Qualities

- Enthusiasm and humour.

- A capacity for hard work.

- The ability to critically reflect on practices.

- The ability to manage stressful situations.

- The ability to work within a team.

The duties outlined in this Job Description will be reviewed regularly with you, to reflect or anticipate changes in the job, commensurate with the salary and area of responsibility. It is not a comprehensive statement of tasks, but sets out the main expectations of the school in relation to your professional responsibilities and duties.