

Job Description

Post: IT Support Technician

Responsible to: Systems Manager

Key Responsibilities:

The IT Support Technician is an important part of the ICT team. The school is increasingly dependent on its ICT and audio visual systems working properly and efficiently. A proactive and planned approach is essential to ensure the ICT infrastructure enables the school to work to optimum effect. It is essential that the school is at the forefront of efficient and effective systems which contribute to the school's vision of raising achievement through Information and Communications Technology.

Main Purpose of the job

- To provide first line ICT and Audio Visual support to the school's staff and students
- Pro-actively monitor the ICT Helpdesk for incoming requests and respond in a timely fashion
- To take responsibility for workstations, laptops, interactive whiteboards and other locally installed hardware such as printers and scanners
- Check ICT rooms performance and physical condition periodically
- Monitor and replenish printer toner stock levels and other consumable parts
- Manage and maintain bookable equipment
- Provide Audio Visual support in classrooms, assemblies, performing arts departments, productions and other events as required
- Assist with managing the security systems, including issuing student/staff ID passes.
- To support the development of ICT and audio visual resourcing across the school

Supporting Staff

- Work closely with teaching and support staff to satisfy user requirements.
- Liaise with outside suppliers and agencies to resolve technical faults and ensure faulty equipment is repaired promptly.
- Assist teachers to prepare for the delivery of lessons using ICT supporting where necessary
- Support staff in using software, in order to assist learning in the classroom
- Support all employees with the use of computer software and hardware
- Supporting extra-curricular school shows and productions by helping to manage and operate sound and lighting equipment

Supporting Students

- Support students with the use of computer software and hardware
- Deal with, or report as appropriate, to the nearest member of the teaching staff, incidents that are seen or reported regarding students' welfare

Managing Hardware

- Install, maintain and repair the ICT hardware as necessary
- Liaise with the Systems Manager to ensure an up-to-date inventory is kept of all the School's computer hardware
- Maintain computer peripheral equipment (scanners, printers, etc.)
- Ensure upkeep and availability of presentation hardware and sound equipment
- Operating and maintaining sound and lighting desks and associated equipment

Managing Software

- Install and test new software
- Make sure the school's software is available to appropriate users
- Keep an up-to-date inventory of all the school's computer software and licences, including registering software and checking that all licences are valid
- Keep a log of all the technical faults that occur with the school's computer equipment (hardware & software)
- Contribute to an IT Support knowledge database
- Ensure the school's anti-virus software is installed correctly, kept up-to-date and working properly
- Set up, maintain and remove user network accounts where appropriate
- Set up and configure group policies when necessary
- Actively monitor and maintain the school's Internet Filter

Health and Safety

- Co-operate with the employer on all issues to do with Health, Safety & Welfare
- Report misuse of ICT Resources and incidences of misconduct
- Remove from use any equipment that is deemed unsafe
- Provide ongoing advice on the recommended Health & Safety guidelines for ICT users

- To undertake such other duties related to the work of the school appropriate to the post

- You will be expected to travel between our 2 primary sites, so a driving license would be essential

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.