**JOB DESCRIPTION**

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| **Job Title:** | IT Support Technician | **Department:** | IT Support |
| **Hours of Work:** | **Term Time - Mon to Fri** either 08:00 to 16:30 or 08:30 to 17:00 (according to rota)**School Holidays** - **Mon to Fri** 08:30 to 17:00The IT team provide support to some key events that take place outside of the normal working day, as a result some out of hours working may be required. |
| **Responsible To:** | IT Operations Manager | **Responsible For:** | N/A |

**Summary of Role:**

Our IT Support Technician plays a key role for the whole school providing the first point of contact for the students and staff for the day to day, or business as usual, use of technology. The role is varied and offers lots of opportunity to strengthen knowledge and gain experience in an exciting educational environment working with a skilled professional team on everything from printers through to educational resources in the classroom.

**Specific Responsibilities:**

This list is a good representation of the day to day tasks that need to be undertaken by the IT Support Technician but is not exhaustive. Other responsibilities may be added by the IT Operations Manager to support our strategic plans.

* Provide 1st line technical support to all staff and students both inside and outside of the classroom, maintain communication with the user, update the requests logged on the schools ticketing system, escalating them within the team as required
* Manage and maintain all print devices and keep an up-to-date inventory of all stock and printing supplies, liaising with suppliers as required
* Identify, log and manage faults and warranty issues with 3rd party suppliers.
* Assist with any hardware moves and installations.
* Assist with management of mobile devices
* Assist in the build and imaging of PC’s around the school and communicate any issues to the team.
* Assist the other IT team members with managing inventories and the disposal of old equipment according to the current WEEE regulations.
* Maintain accurate records of work done and update the school ticketing system with progress and on completion.
* Maintain documentation as required by the IT Operations Manager.
* Assist with technical support for any projects undertaken by the IT team.
* Help to ensure staff and students are kept up-to-date and informed of any IT projects or issues.

**Team Responsibilities**

* Work with the IT Team to ensure a high level of customer service is maintained at all times.
* Assist other members of the Team as required.
* Work as part of a team and adopt flexible working practices.
* Produce clear documentation when requested by the IT Operation Manager.

**Personal IT development**

* Maintain and extend personal expertise in specific areas of IT to provide appropriate advice and support.

**Communications**

* Ensure excellent levels of communication are maintained at all times, paying close attention to quality in all written and verbal formats.
* Liaise with senior school staff and negotiate with suppliers and external contractors.

**Educational Awareness**

* Read and follow all current Child Protection and Safeguarding policy and guidance as regularly updated by the Designated Safeguarding Lead [DSL].
* Read school policy documents and key meeting minutes; attend relevant meetings to maintain awareness of School aspirations and issues.
* Read online and published materials about the educational use of IT, attend relevant meetings and technical briefings.
* Regularly access key IT education web sites to keep abreast of changes and developments.

**Terms and Benefits**

* Start Date: ASAP
* Hours of Work: **Term Time - Mon to Fri** either 08:00 to 16:30 or 08:30 to 17:00 (according to rota)

**School Holidays** - **Mon to Fri** 08:30 to 17:00

* Salary: £21,238 to £23,560 per annum dependant on skills and experience
* Holiday: The holiday entitlement is 5 weeks per year plus public holidays
* Pension. The successful candidate will be auto enrolled into the school’s pension scheme, which includes life assurance
* Lunch. A free lunch is available in the dining room each working day when the kitchens are open
* Parking. There is free parking on site
* Gym and Pool. There are staff sessions for use of these facilities

**PERSON SPECIFICATION**

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| **Essential** | **Desirable** |
| **Operational Excellence** |  |
| * Experience working in a Technical Support role
* Demonstrable skill in troubleshooting and fixing printers at both a device and network sharing/server level
* Experience of supporting Windows and Mac operating systems in a network environment
* Basic understanding of Active Directory and its role on a network
* Experience in troubleshooting end user issues in Microsoft Office
* Demonstrable exceptional customer service/people skills
* Understanding of any of the following: Windows Server, LAN, Wireless, DNS/DHCP, Print Management and Group Policies.
 | * Experience working in the education sector
* Experience of supporting the Adobe Creative Suite
* Knowledge MS Exchange Server
* Experience using ISAMS
* Experience with O365, SharePoint or other cloud technologies
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| **Personal Behaviours** |  |
| * Driven and highly motivated, constantly striving for a high service culture
* Possess excellent communication skills both written and verbal
* Be able to work to deadlines and under pressure
* Ability to manage workload, whilst ensuring high levels of quality and maintaining attention to detail
* Attention to detail
* Well-motivated, and a positive 'can-do' attitude
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| **Ethos and Whole School Values** |  |
| * Committed to operating as part of the School community.
* Committed to the Sacred Heart Values.
* Commitment to Woldingham as a school with high academic standing providing a holistic education and outstanding pastoral care.
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| **Safeguarding and Pastoral** |  |
| * Committed to safeguarding and promoting the welfare of children and young people.
* A satisfactory Enhanced Disclosure from the DBS.
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