

Bettridge School

Job Description



Name

Post IT Technician

Grade Grade E (Points 13-19)

Full-time, 37 hours per week, 52 weeks per year. There is a holiday entitlement of 24½ days per year plus bank holidays (after 5 years employment, 29½ days per year plus bank holidays). Holidays are to be taken by agreement with the School Business Manager taking into account specific periods where essential IT maintenance is required.

Relationships

The post holder is responsible to the Headteacher but works under the direct line management of the IT Manager.

The postholder is required to interact on a professional level with colleagues and to seek to establish and maintain productive relationships in order to work as part of a team committed to providing the best possible quality of teaching and learning in the school.

Principal Contacts

Headteacher, IT Manager, School Business Manager, Operations Manager, School Staff.

Purpose

Under the direction of the IT Manager, to provide support for multiple school sites including partner schools in line with the school's IT support procedures. To be able to work to a consistent high level following internal IT procedures and guidelines. To have the ability to respond flexibly to changing priorities in supporting the schools IT requirements, installing and maintaining hardware and software. To support and advise staff, pupils and parents in the appropriate use of IT through direct interaction and by producing simple help guides. Ability to keep appropriate records, update and maintain the current school website.

The school caters for children of all ages with a wide range of special needs and it is expected that all staff will interact appropriately and sensitively with pupils and colleagues.

Main Duties and Responsibilities – across all sites

Installation and Maintenance of IT Resources/Systems

- Handle user account, mailbox and distribution group administration using Microsoft Active Directory and Microsoft Exchange 2016
- Install, maintain, support and dispose of end user devices and peripherals as directed
- Maintain and support a wide range of operating system software to include:
 - Microsoft Windows 8.1 and 10
 - Apple macOS
 - Apple iOS
- Support a wide range of applications to include:
 - Outlook on the Web 2016
 - Microsoft Office 2013
 - Microsoft Office 365
 - Capita SIMS.Net

- School Software Company Sleuth
- Prime Principal Classroom Monitor
- Other curriculum software as required
- Maintain, support and install printers and printer software
- Identify the cause of faults and undertake repairs/maintenance to IT equipment
- Detect, diagnose and resolve PC, peripheral and application errors
- Install, test and deploy new software
- Carry out routine network maintenance tasks as necessary
- Follow supplier's recommended procedures.
- Monitor consumable stock levels
- Install and test new IT equipment when required
- Maintain and update records of installed hardware and software using the relevant systems
- Follow school backup, virus protection and security procedures/policies
- Note risks to IT systems and suggest precautions; follow extended maintenance procedures
- Work with the IT Network & Development Manager in the research, planning and implementation of IT project work when necessary

Support of IT Services

- Respond to support requests according to school procedures, recording detailed diagnostic information and using appropriate knowledge bases/logs to inform of diagnosis and resolution.
- Determine whether an immediate solution is both required and possible; ensure steps are taken to find a permanent solution if not immediately possible.
- Work to the school's support service definition; report on variations to contracted services and escalate contract/warranty issues appropriately.

Support of Cameras and AV Equipment

- Set up and manage AV equipment for assemblies, meetings and class use where required
- Maintenance and support of all AV equipment to include:
 - Interactive Whiteboards
 - Projectors
 - Plasma/LCD Screens
- Identify the cause of faults and undertake basic repairs/maintenance to AV equipment
- Video recording to contribute to whole school and pupil records as requested by staff.
- Use of scanner, digital camera and other peripherals in support of the curriculum.
- Care, preparation and routine maintenance of cameras

General

- Be able to work effectively in a school environment.
- Be aware and comply with policies and procedures relating to child protection, security, confidentiality and data protection, reporting all concerns to the appropriate person
- To adhere to the School Health and Safety Policy including risk assessment and safety procedures
- To contribute to the overall ethos and aims of the School
- To appreciate and support the roles of other professionals
- To participate in internal or external training opportunities, the appraisal process, professional development and attend meetings as required
- Support the School at school events when required
- Undertake similar clerical duties commensurate with the level of post as required by the Headteacher

This job description does not define in detail all the duties/responsibilities of the post. It will be reviewed regularly and may be subject to modification or amendment after consultation with the post holder.

It is expected that this role will develop in response to the curriculum support needs of staff and pupils.

Signed

Date

Essential Requirements:

- GCSE English Language Grade C or above or equivalent
- GCSE Mathematics Grade C or above or equivalent
- Educated to 'A' Level or equivalent standard
- the ability to work effectively with minimum supervision and on own initiative
- the ability to complete and maintain appropriate records
- willingness and ability to liaise and communicate effectively with colleagues
- commitment to supporting the school and partner schools aims and objectives
- must enjoy working as part of a team, be adaptable and supportive of colleagues
- genuine interest in IT
- Enhanced CRB

Experience

- Previous experience and/or a high level of knowledge in the relevant subject area
- Experience of working with and troubleshooting Microsoft Windows client operating systems including 8.1 and 10
- Experience of working with and troubleshooting Microsoft Office 2013
- Experience of working with Apple iOS and Apple Configurator
- Experience of managing user accounts, mailboxes and distribution groups in Microsoft Active Directory and Microsoft Exchange 2016
- Basic knowledge of TCP/IP networking and network infrastructure

Personal Attributes:

- be approachable and responsive to requests from the IT Network & Development Manager
- a willingness to work flexibly, occasionally outside of normal hours (including weekends if essential maintenance required)
- good communication skills
- good problem solving skills
- have a good work ethic
- evidence of excellent attendance and punctuality record
- the ability to lift and move devices, within Health & Safety guidelines
- be trustworthy, dependable and honest
- maintain confidentiality
- the ability to remain calm when working under pressure
- enthusiasm for the role and subject area in general
- have a good sense of humour
- have sensitivity to the different levels of expertise in the school
- be empathetic to the special needs of the pupils

Desirable but Not Essential:

- experience of working in a school or other Local Authority establishment
- experience of working with Windows Server 2012/2016 to include technologies such as Active Directory and Group Policy
- experience of working with a wide range of server applications including Microsoft System Centre Data Protection Manager and Microsoft SQL Server
- experience of utilising Deployment Technologies including Microsoft Windows Deployment Services and Microsoft System Centre Configuration Manager
- experience of Virtualisation Technologies including MS Hyper-V
- experience of working with and troubleshooting Apple macOS
- experience of working with an enterprise Linux distribution such as CentOS
- full driving license with access to own vehicle