



JOB TITLE:	IT TECHNICIAN
GRADE:	N/A
HOURS:	9AM TO 2PM (25 HOURS PER WEEK) MONDAY TO FRIDAY
SALARY:	£20,000 - £22,000
RESPONSIBLE TO:	BURSAR VIA THE IT MANAGER
BENEFITS:	LUNCH PROVIDED DURING TERM TIME STAFF DISCOUNT FOR SCHOOL FEES (subject to qualifying criteria) GYM DISCOUNT SCHEME OPPORTUNITIES FOR CPD

This job description may be amended at any time following discussion between the Principal and member of staff and will be reviewed annually.

PURPOSE OF JOB

To assist in the maintenance of the School's IT network and systems whilst also providing on-site and remote first line (and sometimes second line) support to staff, students, and other members of the School community.

MAIN DUTIES & RESPONSIBILITIES

- Providing first (and sometimes second) line support for the hardware, software and systems used by the School, including but not limited to:
 - Physical and Virtual Servers, Desktops, Laptops and iPads
 - Windows and iOS Operating Systems
 - Network cabling infrastructure
 - IP phones
 - Audio Visual equipment
- Monitoring the IT helpdesk system, responding to queries and tickets, phone calls and emails, managing assigned tasks and incidents through to a successful conclusion, collaborating with more experienced staff to help resolve more complex issues or referring to School partners where necessary.
- Check, maintain and test the backups on a regular basis.
- Assisting with project work undertaken by the IT Team
- Carrying out regular checks on printers, displays, smartboards and projectors to ensure full operation and availability.
- Managing the stock levels of consumables
- Providing support for key events in the school calendar.
- Physically able to move equipment within the school and between school sites.

- Unpack and install ICT equipment such as new computers, printers, and other associated peripherals

SUPPORT & TRAINING FOR STAFF & STUDENTS

- Provide basic help for staff and students using the School computers and application packages.
- Provide help for staff and students in obtaining access to the system.
- Provide support for staff and students using the School standard application packages and mobile devices

This job description contains an outline of the typical functions of the job and is not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The job-holder's actual responsibilities, tasks, and duties might differ from those outlined in the job description, and other duties commensurate with this level of responsibility may be either permanently or temporarily assigned as part of the job.



St Mary's School Colchester

IT Technician - Person Specification

	Essential	Desirable
Qualifications/Knowledge		
5+ GCSEs A*-C (or equivalent) including English & Maths.	√	
Higher level qualification in a relevant subject.		√
Provided IT technical support the past.		√
Skills and Expertise		
Knowledge of how ICT is used to support teaching and learning.	√	
Knowledge of Windows operating systems and networks	√	
Experience of ICT support including a wide range of hardware and software.		√
Experience in a similar role within an educational environment.		√
Experience of supporting audio visual and other classroom technologies.		√
Experience of building and deploying client PC and laptop images.		√
Experience of installing software and hardware to pre-defined requirements.		√
Experience of supporting iPads and Mobile Device Management (MDM) systems		√
Windows 10 support and deployment.		√
Microsoft Office 365 support and deployment.		√
Knowledge of networks and computer systems and troubleshooting techniques.		√
Knowledge of Hyper-V virtualisation.		√
Excellent problem solving and ICT support skills.	√	
Excellent time management and organisational skills	√	
Excellent communication skills	√	
Excellent documentation skills	√	
Ability to prioritise workloads	√	
Ability to work as part of a team and on own initiative	√	

Ability to work effectively as part of a hardworking school	√	
Personal Qualities		
Ability to establish positive relationships with staff and pupils	√	
Ability to multi-task and be flexible	√	
Ability to think creatively and demonstrate initiative	√	
High standards and expectations of pupils and yourself	√	
Sense of humour and positive outlook	√	
A willingness to learn with and from colleagues	√	
Enjoys working and supporting children/young people.	√	
Philosophy and Ethos		
A commitment to safeguarding and promoting the welfare of children and young people	√	
Strong support for the ethos of the school	√	
A good role model for all	√	