THE JOHN COLET SCHOOL

JOB DESCRIPTION

POST: IT Technician

GRADE: BP2

PATTERN: 37 hours a week, 52 weeks a year

RESPONSIBLE TO: IT Manager

MAIN RESPONSIBILITIES

To provide IT support to John Colet School staff and students, to ensure that all IT equipment, software and networks are capable of supporting learning. The IT Technician will work as part of a small team and play an essential role in supporting the school's IT systems.

DUTIES AND RESPONSIBILITIES

1. To assist is in the smooth running of the school network and systems, ensuring faults are quickly rectified.

2. Provide 1st and 2nd line desktop support to staff and students, including in classroom ICT support.

3. Manage users on the system including staff, students and visitors.

4. Maintain the school's backup system.

5. Install and troubleshoot hardware and software systems.

6. Replace consumables when necessary.

7. Setup equipment as requested.

8. Develop and maintain the school's virtual learning environment, including providing support to users.

9. To support the IT Manager in all IT related issues and to undertake any other reasonable duties deemed acceptable within the broad remit of the post.

10. Ensure all copyright, data protection, and safeguarding legislation is upheld.

11. Maintain an up-to-date inventory of spare components.

12. Carry out routine servicing.

13. To maintain a high degree of customer service for support queries, and adhere to best working practice.

14. Ensure all maintenance, repairs, and support requests are recorded.

15. Ensure changes in hardware are recorded in the asset register, and it is kept up to date.

16. To participate in the appraisal system.

17. Conform to all Health and Safety requirements, ensuring that all accidents and near misses are reported.

The duties of this post may vary from time to time, as required by the Headteacher, without changing their general character or level of responsibility.

February 2019