JOB DESCRIPTION

IT TECHNICIAN

RESPONSIBLE TO: IT SYSTEMS’ MANAGER

PURPOSE OF THE POST

To be responsible, through the IT support team, for the care and maintenance of IT equipment and materials throughout the school. To support staff and students in a wide range of IT services in the day-to-day operation of the school.

SPECIFIC QUALITIES REQUIRED

* Technically minded
* Good memory
* Able to follow procedures and instructions
* Analytical and problem solving
* Honest and trustworthy
* Willingness to learn
* Excellent Googler and researcher
* Approachable and polite
* Work well under pressure

HOURS OF WORK

08:00 – 17:00 with 1 hour for lunch

DUTIES

* To provide comprehensive IT support for staff and students
* Be aware of school and government policies and deliver the IT services in accordance with these
* Support a wide range of client devices and their applications
* Troubleshooting network, printing, telephone, AV, CCTV and computer issues
* Support and management of cloud services
* Manage Office 365 and help develop its potential as a VLE
* Manage users and permissions (Active Directory/GPO/ADFS)
* Provide out of hours support and maintenance.
* Installation and configuration of IT equipment, software and systems
* To perform routine hardware and software maintenance
* Monitor the systems to proactively predict and fix issues.
* Repairing replacing and cleaning of IT equipment
* Decommissioning of equipment in accordance to the WEEE directive
* Auditing hardware and software
* Installation of data cabling and support the cabled and Wi-Fi network (Switching/VLANs/Routing/Firewalls)
* Cable management and tidying in accordance with health and safety
* Backup and recovery of school data
* Ensure the safety and security of school systems and data from internal and external threats.
* Support VOIP phone system and mobile phones
* To attend relevant training to expand and keep IT skills current
* To undertake any other reasonable duties as required.

*This is not an exhaustive list and The Maynard School reserves the right to vary the detail of this Job Description from time to time.*

*The Maynard is committed to the safeguarding of children and child protection.*