



KNIGHTSBRIDGE SCHOOL

Role: Helpdesk Technician

Type: Fulltime, temporary. 1 year in the first instance

Salary: £20,000 to £22,000

Hours: Monday to Friday 9am to 6pm

Reports to: Bursar

Start Date: Immediate

Job description

To provide excellent first and second line technical support to all members of the school community.

- Run the IT helpdesk, logging, prioritising, tracking and completing support cases
- Troubleshoot problems and resolve end user issues with:
 - Desktop (Windows) and mobile device (iOS &/or Android) hardware and software
 - Interactive whiteboard, audio and display equipment
 - Client network access and service connectivity
 - Running and displaying multimedia content
 - Desktop communications services including e-mail and telephony
 - Printing and reprographics
- Keeping staff updated with the status of support cases and resolving issues within acceptable time frames.

To assist in the ongoing management, maintenance and renewal of the School's IT systems and equipment, including:

- Installation, patching and upgrade of software across the network including desktop imaging
- Troubleshoot, diagnose and resolve basic software and hardware faults
- Perform basic hardware maintenance, repairs and upgrades
- Asset & warranty tracking and the security of IT, reprographics and audio-visual equipment
- Check classroom IT and AV equipment regularly, at least before the start and at the end of each half term
- Maintenance of printers and consumables
- Liaise with suppliers when ordering consumables ensuring value for money and acceptable quality
- Maintenance of licenses, subscriptions, warranties and support contracts for equipment and services provided by vendors, manufacturers and suppliers
- Maintain resource calendars for portable equipment and devices
- Maintain IT site documentation



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To work cooperatively and effectively with the other members of the KS IT team and the school community

- Escalate second and third line support issues to the appropriate team member, supplier or manufacturer
- Assist other team members with IT maintenance and support tasks
- Help deliver staff IT training and authoring of training materials
- Provide design, print and reprographics expertise to other members of staff
- Provide IT, AV and multimedia support for school events
- Adhere to and help end users apply the school's IT acceptable use policy
- Apply the principles of the KS code to all aspects of work and interactions with other members of the school community

Personal Specification

Required

- Excellent communication skills (written and verbal); communicate with staff and pupils in plain language without relying on complex technical explanations and industry jargon
- Good personal organisation skills; able to prioritise a varied workload; record and track progress of IT support issues to successful completion
- Ability to work on own initiative
- Ability to work as part of a team
- Ability to work outside normal school hours as required / agreed
- Ability and desire for continuous learning a genuine interest in technologies and their application, to help improve the education of children and the operation of the school
- A flexible approach to the role and a desire to 'get things done'.
- Experience using hand tools from time to time the job will involve using hand tools, including hand held power tools, to fix and mount equipment; assemble hardware, crimp cables, etc
- Physical fitness the role will require you to attend to equipment in rooms on any of the six floors of the main building (stair access only) and on other sites nearby. The role will require occasional ladder use (training will be given)
- Min 5 GCSE's to include Maths, English and ICT and 2 'A' Levels

Desirable

- A graduate with an IT qualification beyond GCSE
- Knowledge of stage lighting and sound; classroom audio-visual
- Knowledge of servers, networking, virtualisation and/or cloud computing
- Experience with Linux and Raspberry Pi
- A sense of humour
- Ability to work well under pressure

Subject to appropriate disclosure, vetting and barring.