

Job Description



Post Title	Junior IT Support Technician
Salary Grade	Scale 1 Point 5
Hours	37 hours per week (term time only)
Reports To	Network Manager
Purpose Of Post	Overall aim to support the Governors, Principal and teaching staff in their aim to improve student achievement by providing a positive learning environment. To be a team member undertaking duties as required to meet the needs of the school and the team. The Apprentice ICT Technician supports the Network Manager to ensure that the school's ICT network operates effectively and efficiently to support the maintenance and development of the school's ICT resources.

PRINCIPAL RESPONSIBILITIES

- Undertake first line support for hardware, software and network problems.
- Maintain accurate incident records ensuring incidents are logged quickly and accurately via the CEAT Helpdesk. Keep users informed of progress, recording the changes as appropriate.
- Relay second line technical and support problems to Network Manager, to delegate work within the team.
- Monitor, maintain and update ICT equipment related records including online booking system.
- Maintain an up to date working knowledge of relevant ICT issues and equipment, undertaking training as necessary.
- Set up for and assist users with the usage of the school's lesson observation camera equipment
- Upload, update and maintain content of the school's digital signage solution.
- Support users in the production of digital signage resources.
- Replace toner and ink cartridges as needed, and maintain record of their distribution.
- Support Network Manager in the day to day running of the department.
- Maintain confidentiality at all times in respect of school related matters to ensure security of data and users.
- To carry out any other duties which fall within the broad spirit, scope and purpose of this job description.

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This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks will be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.