



Role: ICT Support Technician

Type: Full-time, permanent

Salary: £20,000 to £22,000

Hours: **Term time** Monday to Friday 7.45am until 5pm
School Holidays: Reduced hours, typically 10am until 4pm depending on need

Reports to: Bursar

Start Date: ASAP

Job Description

This role is the first point of contact for all IT and media support queries for our busy school of 100 staff and 400 pupils. In particular, the job holder will:

1. Provide excellent technical support to all members of the school community
2. Run the IT help desk, logging, prioritising, tracking and completing support cases
3. Troubleshoot problems and resolve IT user issues with:
 - a. Desktop (Windows and Mac) and mobile device (iOS &/or Android) hardware and software
 - b. Classroom interactive audio and display equipment
 - c. Network access and service connectivity
 - d. Displaying and running multimedia content
 - e. Communications including e-mail and telephone
 - f. Printing and reprographics
4. Keep staff up to date on the status of support cases and resolve issues in a timely fashion



5. Assist in the ongoing management, maintenance and renewal of the School's IT systems and equipment, including:
 - a. Installation, patching and upgrade of software across the network including desktop imaging
 - b. Troubleshoot, diagnose and resolve basic software and hardware faults
 - c. Perform basic hardware, maintenance, repairs and upgrades
 - d. IT Asset & warranty tracking and securing equipment
 - e. Regular cleaning and maintenance of IT and AV equipment
 - f. Maintenance of printers and their consumables including liaison with suppliers when:
 - i. Ordering consumables ensuring value for money and acceptable quality
 - ii. Escalating faults and managing attendance of printer service technicians
 - g. Maintaining licenses, subscriptions, warranties and support contracts
 - h. Maintain resource calendars for portable equipment and devices
 - i. Help maintain IT site documentation
6. To work cooperatively and effectively with the other members of the KS IT team and the school community
 - a. Escalate second and third line support issues to the appropriate team member or supplier
 - b. Collaborate and assist other team members with IT maintenance and support tasks
 - c. Help deliver staff digital technology training
 - d. Help author in-house knowledge base and training materials as required
 - e. Help others with their design, print and reprographics needs
 - f. Provide IT, AV and multimedia support at school events
 - g. Exemplify and help others apply the school's IT acceptable use policy
 - h. Apply the principles of the KS code to all aspects of work and interactions with others