

H&H Technology Ltd t/a ID3
51 Breamwater Gardens
Richmond
Surrey
TW10 7SF



Job description – Senior IT Technician

The company

ID3 are a IT support company currently supporting six schools in the South West London area.

The post

- **Title**
IT Technician
- **Salary**
£25,000-30,000 per annum, dependant on previous experience
- **Extras**
Mileage allowance and any costs associated with business class insurance if using your own transportation.
- **Hours**
8.30am to 4.30pm full time. Holidays to be taken outside of school term time.
- **Responsible to**
Senior Managers and Managing Director

Main duties and responsibilities

- **Job summary**

Dependent on experience the successful applicant will split their day between two schools. They will be responsible for the running of IT within these schools ensuring customer requirements are met. They will liaise with the schools directly to provide resolutions to issues the school face and be responsible for all maintenance and updates to the school's network. They will assist their Senior Manager in providing future planning and purchasing for the schools and will have an overview to the efficient operation of that school's ICT and AV systems.
- **Key roles**
 - To ensure the smooth running of the school's ICT systems.
 - To plan and implement the installation of new and existing software, updates and maintenance plans.
 - To provide technical support for all users – students and staff.
 - To assist in the planning and implementation of new technologies and changes requires by the school

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Person specification

The successful applicant will have:

(Required)

- Previous experience in managing IT networks
- Excellent customer service skills
- A flexible approach to the job and a desire to 'make it happen.'
- Moderate physical fitness: part of the job may involve climbing ladders etc (training given).
- Ability to work on own initiative.
- Ability to work well under pressure.
- Excellent client-facing skills and verbal/written communication skills.
- Excellent problem-solving skills.
- Be presentable (company uniform provided).
- Proven technical ability with Microsoft Server 2008+, Active Directory, Microsoft Exchange server, Windows 7+, Office 2013+, Microsoft Hyper-V virtualised environments, HP & Dell server/switch hardware.
- Full UK driver's license and transportation as the role requires you to travel between schools.

(Desirable)

- Previous experience of working within a school.
- Education to A-level standard (or equivalent), with a min 5 GCSEs to include Maths, English and ICT. Any IT qualification beyond GCSE (or equivalent).
- Wireless Network technology and management.
- Knowledge of AV equipment.
- Any experience with education software.

General Information

The successful applicant must:

- Undergo an enhanced DBS check (formerly CRB) as is a requirement for working in schools.
- Follow health and safety requirements and initiatives as directed.
- Ensure compliance with data protection legislation and GDPR.
- Ensure confidentiality is maintained in respect of school and company data and the staff.

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Applications

Applicants should submit their CV along with a covering letter to the postal address above or via email to jodie@id3.org.uk

Applicants are advised that their applications should speak to as much of the above information as possible giving examples from past jobs or personal experiences.