

CHENEY SCHOOL - JOB DESCRIPTION – IT Technician

Job Title	IT Technician	Department	IT
Reporting to	IT Support Leader	Hours per week	Full Time
Scale	Grade 5	Hours of Work	07:30 – 3:30

Principal Responsibilities

- Act as a point of contact for users using the IT helpdesk, providing feedback on issues and updating staff when there are network changes.
- Provide support to assist in the smooth running of the school's network, ensuring that all faults and problems are quickly rectified.
- To offer technical support to staff members and students via telephone, e-mail and face to face.
- Provide support and assistance in classrooms to staff and students when needed.
- Build and maintain positive relationships with staff and students.
- Using the IT Helpdesk to prioritise and assign tickets, respond to tickets, monitor issues, track maintenance and use reports to monitor ongoing issues.
- Ensure SLA targets are met and if possible exceeded.
- Escalate issues within the IT Team.
- Perform routine tasks such as resetting passwords, restoring files, setting up new accounts, adding/removing accounts from groups and identifying issues within Active Directory and Group Policy.
- Assist the IT Team with regular maintenance tasks and long term projects.
- Carry out essential testing and pro-active monitoring of IT resources.
- Installing and configuring hardware and software components to ensure usability.
- Assist other members of the team with configuration of network equipment, software configuration and long term project work.
- Responsible for troubleshooting, maintenance and repair of hardware and software issues.
- Responsible for the setup of equipment such as PC, laptops, projectors, iPads, mobile devices, PA sound systems and other specialist equipment prior to their use in lessons, assemblies, meetings and school events.
- To appropriately document changes to systems and create training materials for staff members
- Keep accurate records of jobs undertaken and their solutions.

- Maintain appropriate records of ICT equipment. I.e. Safety tests, asset labels.
- Keep up to date with trends in technology and education
- To be aware of all matters relating to Health & Safety and to implement safe working practices.
- To undergo training to improve personal development.
- Flexible working hours available

General

- Participate in the Trust's staff development/appraisal process.
- Be familiar with, and to adhere to, relevant parts of the Trust's Health & Safety policy.
- Shall ensure compliance with GDPR regulations.
- Supporting and encouraging the Trust's ethos and its objectives, policies and procedures.
- Shall deal with correspondence promptly and as required.
- Will obtain competitive quotes and raise orders when appropriate.
- Shall arrange and attend relevant training sessions for the IT staff.
- To attend school events and provide technical support as required.
- Shall keep abreast of developments, current initiatives and changes in their field and communicate these to the rest of the department.
- Shall seek, consider, and act upon professional support and advice as required and in liaison with Line Manager.
- Undertake such other duties as may be required from time to time.