

Network Technician

Main purpose: To assist the Head of IT in the Support of the School's IT systems

Responsible to: Head of IT

Hours of work: 37 hours per week

Main Job Purpose

To work as part of the IT team under direction of the Head of IT to ensure that all aspects of the school's IT systems provide excellent standards for teaching and learning.

Key responsibilities

- To provide first and second line IT support to the school's staff and students.
- Assist in the monitoring of the school network to ensure safety and security for all users.
- Assist with the installation and maintenance of software.

To pro-actively monitor the IT Helpdesk for incoming requests ensuring effective prioritisation and timely response.

- To escalate requests to the Head of IT when required.
- To take responsibility for workstations, laptops, interactive whiteboards and other locally installed hardware such as printers and scanners.
- To check ICT suite performance and physical condition periodically.
- To monitor and replenish stock levels and other consumable parts.
- To update the IT Asset Management system as required.
- To provide IT support in classrooms, assemblies, parents evenings and other events as required.
- To assist the Head of IT with project works in the school holidays.
- To take on Project work as directed by the Head of IT.

Outcomes and activities

- To provide a professional, timely and highly effective support service to all staff, students, parents, and governors.
- To prioritise workloads and support requests appropriately.
- To play an active part in the development of pupils through positive interaction with pupils of all ages, and directly supporting learning where possible.
- To use initiative to pro-actively and reactively troubleshoot and resolve ICT and AV issues.
- To undertake any other responsibilities, reasonably requested by the Headteacher.

The Academy is committed to safeguarding and promoting the welfare of students. All staff and volunteers must abide by the Academy's Safeguarding policies, and to recognise that safeguarding is everyone's responsibility.

