



Job Description

IT Technician – Level 1

Scale 3 + Outer London weighting
36 hours per week – Full Time Post

RESPONSIBLE TO: IT Network and Systems Manager

JOB PURPOSE: The post-holder will provide specialist ICT support, including preparation, and maintenance of ICT resources and support to staff and pupils. Under the guidance of the IT Network & Systems Manager ensure that the school establishes and maintains high quality learning facilities.

Key External Contacts

- Parents/Carers

Key Internal Contacts

- Pupils
- Staff

Main activities

- Assist the IT Network & Systems Administrator in maintaining the School's IT systems infrastructure and monitoring of the IT Help Desk, prioritising incoming requests and determine appropriate response times.
- Administer user usage of network, internet and printer.
- Install, maintain, repair and upgrade workstations, cables, terminals, printers and other IT equipment
- Enhance network security through interface, anti-virus and internet policies.
- Assist the IT Technician in maintaining records, information, and data, producing analysis and reports as required
- Ensuring that the school's inventory of equipment and software is kept up-to-date and accurate.
- Use Anti-theft processes including security marking, asset registering and auditing
- Provide technical support for the IT system
- Maintain system backups
- Deploy software and maintain hardware and software and advise staff and pupils on how to use.
- Diagnose and resolve wide range of complex network, software and hardware faults.
- Scheduling upgrades and security backups of hardware and software systems.
- Manage crisis situations, which may involve complex technical hardware or software problems.
- Ensure timely and accurate design, preparation and use of specialist equipment/resources/materials.
- Maintaining and editing the school's intranet.

- Maintaining and editing Microsoft Teams.
- Attend all Open/Parents Evenings and provide IT support where needed.
- To provide technical support for teaching and school events as required.
- Assist in the development and delivery of staff training
- Ensure Toner & Consumable stock is at the required levels, cataloguing resources and undertaking audits as required.
- Maintenance of specialist equipment, check for quality/safety, undertake specialist repairs/modifications within own capabilities and arrange for other repairs/modifications to be carried out by others.
- Demonstrate and assist in the safe and effective use of specialist equipment/materials.
- Provide specialist advice and guidance as required.

Post-holders are not expected to perform maintenance tasks beyond their own capabilities without training and should be aware of Health and Safety considerations at all times.

B. General

- Be a named first aider and undertake appropriate training.
- Cover break duties and/or lunch duties.
- Create and maintain a purposeful, orderly and productive working environment.
- Promote and ensure the health and safety and good behaviour of pupils at all times.
- Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop.
- Be self-motivating, recognise own strengths and areas of expertise and use these to support others
- Contribute to the overall ethos/work/aims of the school.
- Establish constructive relationships and communicate with other agencies/professionals, in liaison with the teacher, to support achievement and progress of pupils.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Assist in the personal development of colleagues through feeding back from training and providing documentation.
- Participate in personal and team reviews.
- Contribute to team meetings and group projects
- Be committed to own professional development and carry out additional training as the need arises
- Demonstrate an awareness of and commitment to the safeguarding of young people
- Carry out all aspects of the job description with regard for the Equal Opportunities Policies of Willowfield School and the Local Authority.
- Carry out any other reasonable duties, commensurate with the level of this post, at the direction of the IT Network and Systems Manager or the Headteacher

PERSON SPECIFICATION – IT TECHNICIAN

1. EXPERIENCE

- You will have desire to work in IT, be professional and have experience in a customer-focused environment with an eagerness to learn and take on new challenges

2. SKILLS

- Ability to communicate effectively, at all levels, both orally and in writing – particularly data - in a clear and effective manner.
- Good organisational and planning skills
- Work constructively as part of a team, understanding school roles and responsibilities and own position within these.
- Highly numerate with good analytical and interpretive skills
- Flexible with the commitment and attitude to fit into the Willowfield family.
- Demonstrate experience of working with young people within the classroom.

3. KNOWLEDGE

- A knowledge of Microsoft products and services, such as Office, Windows 10 and Office 365
- A knowledge of ICT hardware and peripherals
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to an appropriate person.
- Understanding and commitment to the handling of sensitive personal data within the principles of GDPR

4. PERSONAL QUALITIES

- Excellent attendance and punctuality.
- Hard working, flexible and reliable.
- Honesty and integrity
- Good personal presentation.
- Able to cope under pressure, meet deadlines and deal with stressful situations.
- Highly motivated and able to use own initiative
- A genuine commitment to young people and high expectations for their progress and welfare.
- A desire to be involved in the life of the school generally.
- An understanding of and a commitment to the promotion of equality of opportunity in all aspects of school life.