

JOB DESCRIPTION: I.T Technician

The following job description is for the guidance of candidates as to the requirements of the post.

PURPOSE:	1 st Line Support - Assisting the Network Manager in supporting the Network/I.T Infrastructure of the school and working with other I.T Technicians
RESPONSIBLE TO:	Network Manager
DISCLOSURE LEVEL:	Enhanced
SALARY/GRADE:	NJC 4 – 7 (formally known as NJC 13)
WORKING TIME:	36 hours per week, 52 weeks per year Monday-Friday 8am-4:00pm with flexibility

Main (core) duties:

- ✓ Install operating systems and applications
- ✓ Monitor and maintain computer systems and networks
- ✓ Provide support to users and be the first point of contact for error reporting
- ✓ Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- ✓ Follow diagrams and written instructions to repair a fault or set up a system
- ✓ Talk staff and students through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues
- ✓ Prioritise case load
- ✓ Deliver laptop trolleys and iPad trolleys to lessons
- ✓ Setting up of equipment for bookings
- ✓ Unpack deliveries and stock in correct areas
- ✓ Stock control
- ✓ Ensure electrical safety and health standards are met
- ✓ Set up new users accounts and deal with account issues
- ✓ Support the roll-out of new applications
- ✓ Install, upgrade and configure hardware and software components to ensure usability
- ✓ Repair or replace damaged hardware
- ✓ Ensure that any software installed is appropriately licenced
- ✓ Test and evaluate new software and hardware
- ✓ Maintain the helpdesk system
- ✓ Asset management
- ✓ Ensure that backup tapes are changed regularly and that backups are running correctly to prevent data loss

- ✓ Understanding of Apple OSX, iOS and Microsoft Office Applications including Office 365
- ✓ Some understanding of Microsoft Windows Server 2008/2012/2016
- ✓ Understanding of Microsoft Windows 7 and 10
- ✓ Basic understanding of TCP/IP networks and network switches
- ✓ Problem solving

Whilst every effort has been made to explain the main duties and responsibilities for the post, each individual task undertaken may not be identified, especially in the context of a new and growing school which requires flexibility in all of its employees.

This job description is current at the date shown but, in consultation with the post holder, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the grade and job title.

As with all roles at JCoSS, it is essential that school protocols are followed to protect data subject's personal information.

JCoSS is committed to safeguarding and promoting the welfare of children and young people and expects all its staff and volunteers to share this commitment. All post holders are subject to a satisfactory enhanced Disclosure & Barring check.

Person Specification – I.T Technician

Essential unless noted as desirable

- ✓ Responsible, honest and reliable
- ✓ Able to work under pressure and tight schedules
- ✓ Excellent record of attendance and punctuality
- ✓ Good organisational skills, including tidiness
- ✓ Understand safe working practices and health and safety
- ✓ Commitment to safeguarding
- ✓ Ability to liaise with third party suppliers and contractors
- ✓ Enjoy working as part of a team
- ✓ Willingness to support the faith ethos of the school (there is no requirement to be Jewish)
- ✓ Excellent interpersonal and communication skills
- ✓ Willingness to show initiative
- ✓ Previous experience working at other schools or educational sectors (desirable)