

Durrington High School

IT Technician

JOB DESCRIPTION

What is the purpose of the job?

This role involves working at Durrington High School and potentially other schools in DMAT

To deliver an outstanding range of IT Services to all stakeholders

To respond to any other ICT-related issue that the school may require from time to time

To be responsible for safeguarding and prioritising the welfare of staff and children

What are the job particulars?

- ◆ DMAT Grade 4 scp 14 16 £17,681 - £18,319 all year round
- ◆ Full time 37hrs a week all year round. Hours of work 8am – 4pm (Monday to Thursday) 8am – 3.30pm Friday. Other hours as agreed with Line Manager recompensed by time off in lieu.
- ◆ Accountable to the Director of IT Services
- ◆ It may be modified by the Headteacher/CEO, with your agreement, to reflect or anticipate changes in the job, commensurate with the salary and job title and from time to time, ask the post-holder to perform additional reasonable activities and responsibilities appropriate for someone at this level.

What do you have to achieve?

- ◆ Secure outstanding outcomes for Durrington High School in terms of IT provision support, maintenance & efficiency.

Activities – what do you have you have to do?

- ◆ Provide proactive and reactive 1st and 2nd line IT support to staff, pupils and visitors. Prioritising requests based on volume of impacted users and in line with school's ICT policy/staff structure.
- ◆ Ensure all IT requests are logged via the IT Services Helpdesk. Keeping the end-user informed during the resolution of the reported problem/request.

- ◆ Support the Director of IT Services to promote the use of the IT Services Helpdesk, IT Service status & other support systems
- ◆ Where issues are more complex, escalate issues to the 3rd line or external suppliers. Monitor progress and keep users informed of progress.
- ◆ To prioritise requests for support in line with school's ICT policy/staff structure.
- ◆ To consider and forward requests (with appropriate comments) for new equipment, software or other ICT innovations/support to the Director of IT Services.
- ◆ Install and provide maintenance of hardware and educational & administrative software.
- ◆ To ensure the schools photocopier provision are correctly functioning & consumables are topped up.
- ◆ Ensure the ICT support systems are kept up to date including the Helpdesk & Asset manager.
- ◆ To ensure adequate consumables stock. Agreeing purchases via the Director of IT Services where appropriate
- ◆ Identify potential problems with ICT hardware and software, prioritise and rectify these.
- ◆ Support the Director of IT Services to keep staff informed with upcoming updates, historic & current issues that may affect them.
- ◆ Working with key IT Services colleagues, provide assistance during an IT crisis situation, which may involve complex technical hardware or software problems.
- ◆ Support the rectification of cyber security issues within an appropriate time scale to make sure the school network is both secure for students, staff and visitors.
- ◆ Support the maintenance of the schools telephone system. Liaising with external providers where applicable.
- ◆ To provide support to key staff in the updating of the schools website, social media and VLE.
- ◆ To support Director of IT Services in the operation of SIMS and PS Financials, liaising with key staff to manage updates and rectifying issues that may arise.
- ◆ Working with key IT Services colleagues, assist the monitoring of schools digital safeguarding applications. Passing any concerns relating to Safeguarding to the schools designated Child Protection Officer or the Headteacher without delay.
- ◆ Support the revisions of the schools CCTV security systems. Monitor and where necessary retrieve CCTV images under the direction of the nominated CCTV controller (Headteacher).
- ◆ Working with key IT Services colleagues, maintain School web filtering to protect students and staff from inappropriate content and security threats.
- ◆ To maintain confidentiality at all times in respect of school-related matters and to prevent disclosure of confidential and sensitive information in conjunction with the General Data Protection Regulation 2018.
- ◆ Establish appropriate and positive relationships with staff and students
- ◆ Be a role model at all times
- ◆ To support and implement school rules, policies and expectations.

Person Specification

Attributes	Essential	Desirable	How Identified
Qualifications	Level 3, equivalent IT qualification or experience		Application, references.
Physical & Sensory	<p>Ability to work under pressure and manage time/task priority effectively</p> <p>Ability to work independently and maintain a high degree of self-motivation</p> <p>Demonstrate robustness and resilience</p> <p>Ability to carry IT equipment on regular basis</p> <p>Work in a busy office or similar environment</p>	Ability to reach inaccessible areas for installation and maintenance of equipment	Application, interview, references.
Experience	Experience in a customer service environment	Working within an educational establishment	Application, interview, references.
Specialist knowledge	<p>Experienced in the use of Microsoft Operating Systems.</p> <p>Experience maintaining and supporting a range of desktop applications</p> <p>Experience using and maintaining desktop hardware</p> <p>Working knowledge of Audio Visual systems to include – audio hardware/projectors/TVs/Interactive whiteboards</p>	<p>Excellent knowledge of Windows Server 2008-2016, Active Directory and Group Policy.</p> <p>Experience maintaining printer and MFD devices</p> <p>Experience maintaining switches and routers</p> <p>Good Knowledge of Microsoft Office 365</p> <p>understanding of backups, backup software and restoration methods</p>	Application, interview, references.
Skills and qualities	<p>Punctual</p> <p>Willingness to learn new skills</p> <p>Excellent communication and organisational skills</p> <p>Ability to resolve issues using own initiative</p> <p>Excellent attention to detail, accurate and able to produce within tight timeframes.</p> <p>Be able to communicate clearly and effectively (both verbally and in writing) with staff, students and external providers providing regular and accurate updates of progress on specific issues/fault repair.</p> <p>Excellent judgment, discretion and understanding of appropriate behaviours.</p>	<p>Experience delivering excellent levels of service.</p> <p>Excellent problem solving and analytical skills.</p> <p>Show enthusiasm and a desire to undertake further training</p> <p>Project management skills</p> <p>Ability to write clear and concise technical documentation.</p> <p>Experience of managing relationships with third party suppliers</p>	Application, interview.