Scholars' Education Trust
Education for a changing world

JOB DESCRIPTION

Post Title: IT Support Technician

Grade: H4

Hours: 37 Hours Per Week

Responsible to: IT Team Leader

PURPOSE OF JOB

The main purpose of the role, within the Scholars' Education Trust, is to provide first line technical support, including troubleshooting and resolving user (staff and students) problems, basic hardware/software issues and undertaking specific maintenance and upgrade tasks on our network.

This role is based at Robert Barclay Academy, Hoddesdon.

Specific responsibilities include:

Areas of responsibility

- Work within the Trust IT team to ensure all systems work reliably.
- Accepting and resolving 1st line issues (changing passwords, general hardware and software support, etc) and escalate other calls to the appropriate level.
- Staff/Student technology support – schools are equipped with banks of computers & iMacs, staff and students have iPads.
- Perform regular room and equipment checks, to provide maximum availability, and keep log of faults found.
- Printing support (connection to printers, jamming, toner and adding print credits)
- Hardware & Software/application troubleshooting and support
- Using Endpoint/Intune - build iPads, device enrolment, reset, lost mode.
- Rebuild multiple PCs using SCCM.
- Monitor Firewall alerts Virus/Malicious links and action as necessary.
- Ensure working equipment is available for assemblies, concerts and extra-curricular events, Parent Information Evenings, Open Evening, including the setting up of microphones & audio equipment, cabling, music stands, microphone stands, etc. operating the lighting controls for speeches and occasional individual musical recital.
- Arrange repair, with consent of the budget holder, for any school equipment which cannot be fixed on site.
- Help maintain the school IT Inventory.
- Work within the technical team to ensure that the service provided to the schools is to a good standard.
- Install new PC workstations, printers and software, remove and replace faulty equipment as required.
- Create new staff accounts.
- Support connection to and use of various business applications.
- Support classroom teaching technology, projectors, smartboards etc
- To provide basic management of the school systems in the absence of the IT Team Leader or as and when required.

- Any other similar duties as per the direction of the IT Team Leader, senior Trust IT staff or the headteacher.

General

This position is an ideal first step into a career in IT.

Personal Qualities

- Ability to communicate with people of all levels
- Enthusiastic about a career in IT
- Pursue development of IT skills, including Microsoft and Apple Operating Systems and Microsoft Office
- Has basic hardware troubleshooting, configuration and repair skills
- Ability to organise and prioritise tasks
- An interest in acquiring or possesses basic hardware troubleshooting, configuration and repair skills
- Willing to work to flexible hours when required for after school events e.g. Awards Evening.

To take part in

- Professional development and training
- Established performance management process
- Any other reasonable duties as requested by Senior Trust staff or School/Academy Head or Deputy Head.

Ideal Experience/Knowledge

- Knowledge of Microsoft Windows 10/11, Office 2024 LTSC
- Knowledge of iMacs, iPads
- Basic networking knowledge (patching, cable management)
- Knowledge of PC hardware

Desirable skills

- Full & clean driving licence and own car, (for cross Trust travel), rarely required.
- Knowledge of Server 2022, Active Directory
- Use Apple Profile Manager and Apple Configurator
- Printer management/repair
- Familiar with Smartboard software
- Ability to repair iMacs
- Experience using SIMs, Papercut and Veeam backup software
- Knowledge of Safeguarding

It is expected that the post holder will actively help to maintain the Trust's aims and continue to enhance its standing within the local and wider community.

The post holder has a responsibility to actively implement the school's commitment for the safety and welfare of young children/young people.

This job description sets out the duties of the above post at the time it was drawn up. The Headteacher may vary the duties from time to time without changing their general character or the level of responsibility entailed.