

IT SUPPORT

JOB DESCRIPTION

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| Role: | IT SUPPORT (Level 1 Support) |
| Hours: | 8 hours between the hours of 8am and 6pm 40 hours per week, 52 weeks per year 25 days paid holiday plus statutory bank holidays. |
| Location: | St Teresa's School, Effingham |

The IT Support works as part of the IT team and will report to the Director of Operations, managing all aspects of the school's IT network and systems. This will include the provision of first line support for all users, curriculum and administrative. This post is expected to support and inform IT strategic development and all aspects of the service including network infrastructure, hardware and software provision.

Please note that this post holder may be required to work outside of normal working hours for extended school activities and events, meetings or to deal with emergencies.

RESPONSIBILITIES

Desktop & Application support

- Provide 1st line support to users for all systems, hardware and software in use, including AV equipment.
- Able to identify and escalate to 2nd and 3rd line as required.
- Connect, set up and check PCs and peripherals for normal operation.
- Perform basic PC hardware repairs and upgrades.
- Maintain common hardware found in school; install applications and trouble-shoot problems.
- Management of portable technologies – upgrades, development and support. This includes laptops/devices for teachers and other staff and student or departmental laptops/devices provided by the school.
- To be responsibility for the email groups, software user names and passwords, and set up in advance of each academic year.

Server and Network Support:.

- Perform routine maintenance tasks for user accounts; run basic network monitoring reports and utilities.
- Maintain inventory of the school's IT systems.

Device Scheme:

- To ensure that the stock control and asset management systems that are in place are maintained.

Staff and Student Support

- To provide 1st line support for all staff and student during the school day
- Reset passwords and monitor use of the internet by the students
- To support staff with the audio-visual equipment in the auditorium
- To provide support for staff of basic software packages such as Microsoft products e.g. Teams and Sharepoint.
- Provide support to users accessing school IT systems remotely, including advice for related home computer use.
- Provide IT support at school events as required, to include parents' evenings, open days or other meetings.

Safeguarding:

- To be aware of, and comply with, policies and procedures relating to child protection, safeguarding, pastoral issues, security, confidentiality and data protection.

Communication

- To communicate effectively within the team and school to ensure tasks are delivered efficiently.
- To deliver a high level of customer service.
- To liaise effectively with students, parents and staff.

Training and Development

- To ensure the provision of appropriate training for all school systems as required.
- To participate in the performance and development review process, taking responsibility for the identification of learning, development, and training opportunities
- To initiate new ideas and encourage developments.

Health & Safety

- To ensure a safe working environment is maintained at all times.

The IT Support Technician will be expected to carry out such other duties that are commensurate with the level of responsibility this role entails.

Person Specification

| | Essential/ Desirable |
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| Qualifications: | |
| A university degree or equivalent experience | E |
| GCSE English and Maths at Grade C or above, or equivalent | E |
| Evidence of undertaking continuing professional development | D |
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| Skills and Abilities: | |
| Excellent verbal and written communication and ability to communicate professionally with parents, students and staff | E |
| A high level of professionalism at all times | E |
| Meticulous attention to detail | E |
| Ability to work on own initiative and be decisive | E |
| Ability to work collaboratively as part of a small team, and support colleagues as required | E |
| Strong interpersonal skills | E |
| Excellent organisational and administrative skills with demonstrable experience of Word, Excel, Outlook and database management | E |
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| Experience: | |
| General PC Hardware | E |
| Windows PCs (Microsoft Windows 7, Windows 10), Apple Macs, Apple iOS and Android devices | E |
| Microsoft Office 2010, 2016 | E |
| Office 365 | E |
| Printers, Photocopiers, PaperCut | D |
| MS Sharepoint | D |
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| Personal Attributes: | |
| A confident, positive and “can do” attitude | E |
| Willingness to undertake any training as appropriate to enhance and develop the role as the need arises | E |
| Ability to remain calm under pressure | E |
| Commitment, loyalty and enthusiasm for the role | E |
| Discretion and confidentiality | E |
| Promoting and safeguarding the welfare of students | E |
| Contributing to the positive reputation of the school in the community | E |
| Commitment to CPD (continuing professional development) | E |