



Imberhorne School

Role Profile

Job Details

Job Title:	IT Technician
Salary/ Grade:	NJC Grade 5
Hours:	Full time - 35 hrs per week, TTO plus 4
Contract Type:	Permanent
Reporting to:	IT Manager

Main purpose

The IT Technician will:

Support the use of IT within the school environment through maintenance of software, hardware, and related equipment as well as providing support to staff and pupils to ensure learning and administration outcomes are maximised.

Under the direction of the IT Manager, support the development, management and monitoring of related processes and procedures to ensure effective and efficient delivery of proactive and responsive IT services.

Duties and responsibilities

Operational

- Provide first and second line technical support to end users – including Staff, Students, Parents and Governors - providing a responsive service, with good levels of technical knowledge, to troubleshoot issues arising and respond to user requests.
- Escalate issues to third party suppliers or support providers as required, ensuring responses are received within defined SLAs.
- Carry out repairs to computing equipment hardware when necessary.
- Manage user access to school systems, including creation of account for new users.
- Install and test software for use across the network
- Support the co-ordination of security and risk management for information managed by, and on behalf of, the school.
- Contribute to planning and/or implementation of programmes of work relating to all computer systems, storage and networks, including physical infrastructure.

- Maintain the school's Asset Register by recording details of new equipment, removing disposed equipment, and participating in periodic audits.
- Work with the IT Manager to identify, evaluate, manage and implement suitable hardware and software solutions which may benefit the school
- Support the delivery of training for all staff with regards to the school's ICT, data and access systems.
- As directed by the IT Manager assist in maintaining IT Business Continuity procedures, ensuring that these are in place, tested and fit for purpose.
- Maintain all administrative recording systems to ensure compliance with regulations, school requirements and for ease of retrieval.
- Provide appropriate support that helps to ensure that all equipment and workstations meet the requirements of health and safety legislation.
- Support the day-to-day management of the distribution of IT equipment

General

Working with colleagues and other relevant professionals

- Collaborate and work with colleagues and other relevant professionals within and beyond the school.
- Develop effective professional relationships with colleagues.

Health and safety

- Promote the safety and wellbeing of pupils, and help to safeguard pupils' well-being by following the requirements of Keeping Children Safe in Education and our school's child protection policy
- At all times act in accordance with the schools Health and Safety policies, procedures and good practice guidance, following clear reporting lines and instructions.

Professional development

- Take personal responsibility to update knowledge and understanding by reflecting on own practice, liaising with school leaders, and identifying relevant professional development to improve personal effectiveness
- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the school
- Take part in the school's appraisal procedures

Personal and professional conduct

- Uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside school
- Have proper and professional regard for the ethos, policies and practices of the school, and maintain high standards of attendance and punctuality
- Demonstrate positive attitudes, values and behaviours to develop and sustain effective relationships with the school community
- Respect individual differences and cultural diversity

Other areas of responsibility

- The post holder may be required to work outside of normal working hours to support school events, meetings and emergencies

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the individual will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the headteacher or line manager.

Person Specification

Criteria	Qualities	Requirements
Qualifications and experience	Further or higher education qualifications relevant to the field, underpinned by a minimum standard of GCSE (grade A* - C).	Essential
	Experience of day to day support of IT networks, hardware and software functions within a school or equivalent environment.	Essential
	Experience of contributing to managing change and supporting the implementation of new systems, procedures and controls.	Desirable
Skills and Knowledge	Working knowledge of relevant legislation, policies, procedures and codes of practice.	Desirable
	Practical knowledge of a range of IT software, hardware and other associated systems and able to translate these into effective working practice.	Essential
	Good technical knowledge and experience in supporting computer systems and networks.	Essential
	Ability to absorb and understand a wide range of information and be able to communicate this effectively to others through various mediums.	Desirable
	Able to direct the day to day work of the team, delegating duties as required to meet operational requirements.	Essential
Personal Qualities	Effective interpersonal skills that can be adapted based on the audience, coupled with an ability to manage difficult conversations and potential conflict.	Essential
	Able to work autonomously, organising and prioritising work, even when under pressure, to meet deadlines and unplanned situations.	Essential
	Able to work flexibly and constructively a part of a team, contributing to maintaining a positive and enabling environment	Essential
	Commitment to enhancing and developing skills and knowledge through CPD.	Essential