

# Barnes Primary School

## IT Technician

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|------------------------|----------------------------------------------------------------------------|
| <b>Responsible to:</b> | <b>The Headteacher and Business Manager</b>                                |
| <b>Hours:</b>          | <b>08:00 to 15:00, 4 days per week; 42 weeks a year</b>                    |
| <b>Pay scale</b>       | <b>£28,470 Full Time Equivalent salary</b><br><b>£18,937 Actual salary</b> |

## Job description

### Purpose

- To maintain the existing and effective information technology infrastructure at our school;
- To work alongside the Systems Manager to evaluate the effectiveness of existing systems;
- Overall responsibility for the IT helpdesk and ensuring that all requests for IT support are actioned in accordance with helpdesk procedures and priorities;
- To maintain and develop IT capacity at the school that will enable teachers to use IT as an integral and reliable part in the teaching of outstanding lessons;
- To offer IT support to ensure the smooth running of the administrative dimension of the school.

### Key duties are, but not limited to

- Take overall responsibility for day-to-day operation of the IT support service, ensuring the appropriate service levels are maintained and the systems are reliable.
- Be accountable to the Headteacher and Business Manager and assist in the development and delivery of the school's IT strategy, including both day-to-day support and development work.
- Contribute to the IT vision and strategy, ensuring it meets the school's requirements and is viable from a technical and IT support perspective.
- Accountable and responsible for delivering day to day IT support to all users and addressing any ongoing or recurring issues impacting the network.
- Encourage users to adopt good IT practice and ensure correct and appropriate use of equipment.
- Responsible for maintenance and management of an up-to-date asset register, enabling tracking of assets
- Responsible for the maintenance of up-to-date documentation of all relevant IT and AV systems and hardware, including maintenance contracts and warranties
- A wide range of technical duties primarily in connection with maintaining, upgrading and replacing IT installations
- Testing equipment and supporting internal and external (onsite) events where IT support is required
- Escalating challenges to the school's MIS (SIMS)
- Overall responsibility for supporting, maintaining and managing a wide range of technical systems (Windows servers, VMware, Veeam, SQL, WSUS, Windows deployment, VAMT, Office365)
- Supporting and maintaining all school-owned user technology including desktops, software, laptops, printers and mobile technology
- Walking the site and checking IT equipment in order to log any faults and damage on the IT helpdesk
- To ensure that the school's computer network and peripheral devices are maintained in good working order
- To be in support for the local day-to-day operation of the network and IT resources, including hardware, software and cabling

- Diagnosing faults and carrying out minor repairs to IT equipment, demonstrating excellent customer care
- To maintain user accounts for staff and pupils in accordance with the school's policies
- To set up equipment for use by teaching staff, including audio visual requirements for assemblies and presentations
- To undertake any projects or one-off tasks as determined by Headteacher or Business Manager.

## **Person Specification**

- Excellent communication skills with clear spoken English
- Knowledge of customer care, able to deal professionally with colleagues, pupils and visitors
- Good technical working knowledge of network and IT systems including:
  - Microsoft Active Directory User and Group Management
  - Knowledge of SQL, WSUS, VAMT, Office365, Microsoft Teams, iPads and iPad apps
  - Desktop operating system management (Windows10)
  - General networking hardware
  - General networking protocols (including Wi-Fi)
- Experience of hardware maintenance
- Experience of software installation and configuration
- Experience of computer imaging (cloning) systems
- A clear understanding of NTFS file and folder permissions
- Experience of working in a school/educational environment
- Ability to understand user requirements and to assess real needs, likely outcomes, and determine cost-effective solutions
- Strong communication, presentation and people handling skills at all levels
- Aptitude for problem solving
- Excellent fault-finding and diagnostic skills
- Excellent standards of personal conduct
- Aspirations for further career development
- Able to work flexibly within a team; asking for and giving support as needed
- Able to understand and respect the importance of confidentiality and data protection, both within and outside the workplace
- Good awareness of health and safety, equality and diversity and safeguarding
- Able to understand the importance of being punctual and the impact absence has on the effectiveness of the team
- Committed to further professional learning
- Emotionally intelligent
- Flexible
- Self-motivated and resilient
- Strong attention to detail
- Naturally takes a pride in completing tasks to the highest standard
- Able to listen and to reflect.

*Please address this person specification in your supporting statement*