

Barnes Primary School

IT Technician

Responsible to:	The Headteacher and Business Manager
Hours:	08:00 to 11:30 (or similar); 5 days a week; 42 weeks a year
Pay scale	£28,470 Full Time Equivalent £12,745 Actual

Job Description

Purpose

- To maintain the existing and effective information technology infrastructure at our school;
- Overall responsibility for the IT helpdesk and ensuring that all requests for IT support are actioned in accordance with helpdesk procedures and priorities;
- To offer IT support to ensure the smooth running of the the school.

Main duties

- Supporting and maintaining all school-owned user technology including desktops, software, laptops, printers and mobile technology
- Supporting, maintaining and managing a wide range of technical systems (Windows servers, VMware, Veeam, SQL, WSUS, Windows deployment, VAMT, Office365)
- A wide range of technical duties primarily in connection with upgrading and replacing IT installations
- Operation of the IT support service, ensuring the appropriate service levels are maintained and the systems are reliable
- Addressing any ongoing or reoccurring issues impacting the network
- Diagnosing faults and carrying out minor repairs to IT equipment, demonstrating excellent customer care
- Input into the IT vision and strategy, ensuring it meets the school's requirements and is viable from a technical and support perspective
- Encouraging users to adopt good IT practice and ensure correct and appropriate use of equipment
- Responsible for maintenance of an up to date asset register enabling tracking of assets
- Responsible for the maintenance of up to date documentation of all relevant IT systems and hardware, including maintenance contracts and warranties
- Testing equipment and supporting internal and external (onsite) events where IT support is required
- Updating the MIS (SIMS) when patches and upgrades are released
- Maintaining IT user accounts for staff and pupils in accordance with the school's policies
- Undertaking projects or one-off tasks as determined by Headteacher or Business Manager.

Person Specification

- Excellent communication skills with clear spoken English
- Good 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 would be helpful
- Ability to understand user requirements and to assess real needs, likely outcomes, and determine cost-effective solutions
- Aptitude for problem solving
- Excellent standards of personal conduct
- 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