

IT Technician (Apprentice): Job Description & Person Specification

Job Description

The IT Technician will work as part of a team providing efficient and effective IT services throughout the school to support both staff and students. The work undertaken will vary from routine maintenance, fault-finding and hardware support to more skilled tasks such as network infrastructure and website/online service administration.

Hours:

Monday to Thursday 8.30am to 4:30, Friday 8:30am to 4:00pm with a 30 min lunch break. Some flexibility in working hours will be necessary outside of these times owing to service demands at different times of the year.

Main purpose of this role:

To work with the schools IT Team managed by the IT Manager to provide effective IT support to students, staff and other stakeholders.

Duties and Responsibilities:

- Ensure IT support requests are appropriately logged using helpdesk software
- Undertake routine maintenance tasks (for example cleaning of projectors, computers, interactive whiteboards, replenishment of toner etc)
- Dealing with user problems as and when they occur – logging on, password changes, software problems, internet access, print credits, advice on using software, etc.
- Provide technical advice, support and assistance to users to enable them to make full use of resources, services and facilities
- Assist and train students and staff in the use of the systems (when applicable)
- Provide fault diagnosis and repair of faulty hardware
- Setting up user accounts on various systems
- Assist in administration of the school's online resources & websites
- Support other team members in documenting work completed and maintaining records
- Re-imaging of computers & laptops as required
- Unpack, install, inspect and configure new IT equipment
- Assist with set up laptops for meetings, assemblies and other school functions
- Ensuring the schools hardware & software inventory is up to date and accurate
- Daily monitoring of systems, including antivirus, wireless & other systems
- Assisting the IT Manager & other IT staff in all IT related projects
- Complete any other reasonable tasks, as directed.

Additional Requirements:

The post holder must demonstrate a flexible approach in the delivery of work. Consequently, the post holder may be required to perform work not specifically identified in the job description but which is in line with the general level of scope and responsibilities of the post.

- Undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, & other school policies.
- Complete any training required to improve performance

Person Specification:

Qualifications

Essential	Desirable
5 GCSEs (or equivalent) at Grade 4 or above, including English and Maths.	A-level or equivalent qualifications (i.e. BTEC). IT qualification.

Experience

Essential	Desirable
Familiar with modern technology and IT equipment.	Experience in any customer service environment. Experience in maintenance of IT/Media equipment.

Knowledge & Skills

Essential	Desirable
Good level of IT competence.	Interest in networking and/or Active Directory.
Good troubleshooting skills.	Knowledge of Content Management systems, used in administering websites.
Knowledge of Windows 10 and Microsoft Office software.	Interest in Computer Science.
Knowledge of typical hardware.	
Committed to working in a safe environment.	
Knowledge of iOS and other mobile devices.	

Personal Qualities

Essential	Desirable
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Good attendance record (reference from School or previous employer).

Ability to prioritise workload.

Good record of punctuality.

Ability to work independently.

Willingness to see projects through.

Ability to communicate with staff and students at all levels.

Ability to work as part of a team.

Flexibility.

Ability to work to deadlines.

Keen to further own skills.