

Longridge Towers School: Job Description

IT Technician (including apprenticeship)

Overview

Under the direction of the IT Manager, work with staff, pupils, parents, outdoor agencies, and volunteers to ensure a safe, effective and efficient IT service is available for the School.

The specific areas of responsibility are as follows:

Apprenticeship

- Complete a Level 3 Apprenticeship in IT Solutions Technician. If candidate already holds a level 3 or equivalent, support for a level 4 apprenticeship will be considered.
- Attend all on and off-site training sessions.
- Produce coursework required by the apprenticeship, meeting all deadlines.
- Attend any reviews requested by apprenticeship mentors.
- Successfully pass all exams and complete the apprenticeship.

Duties

- Assist the IT Manager in day-to-day provision of support and management of the School's ICT resources.
- Staff – Deal with user problems as and when they occur – Logins, password changes, software problems, internet access, etc. Provide any basic IT training that a user may require.
- Hardware – Routine checking, fault finding and rectifying, general maintenance – Base units, monitors, mice, keyboards, printers, network cabling and switches.
- Printers – Determine and rectify the cause of any faults, perform routine maintenance and purchase supplies/consumables.
- Chromebooks – Centrally manage Chromebooks and action/carry out repairs. Organise allocation of devices to classes and pupils daily.
- Build new workstations and add them to the network, rebuild existing workstations when necessary.
- Provision and maintain phones and extensions on the school phone system.
- Update detailed fixed asset register for all IT equipment.
- Work in conjunction with the IT manager and external suppliers to deliver systems and services.
- Work closely with the Marketing Manager to maintain the school's social media accounts and ensure the School website is kept up to date.
- Assist with computing and A/V requirements for assemblies, presentations, and productions, this includes setting up screens, projectors, lighting, etc.

General Responsibilities

- Participate in annual performance reviews and performance management meetings.
- Ensure all duties are carried out in accordance with Health and Safety regulations and with due regard to Child Protection and Safeguarding.
- Undertake any training and development for the better fulfilment of the post.
- In the absence of front office staff or during the holidays (when required) answer the telephone and direct queries to the best point of contact.
- Provide input to projects where there is an ICT implication.
- Contribute positively to and support the vision, aims and overall ethos of Longridge Towers School.

- Develop and maintain constructive and positive working relationships with staff, parents, and pupils, and contact them as necessary.
- Undertake any other reasonable duties and responsibilities as determined by the IT Manager or member of the Senior Management Team.

Qualifications and Knowledge:

- Preferred - Three GCSEs including a minimum grade of 4+ (A*-C) in English and Maths (ideally including a Science or Technology subject).
- No formal IT qualifications required as on-the-job training will be provided.
- Basic computing skills with a good knowledge of Microsoft Office programs (Word/Excel/PowerPoint) and their Google equivalents (Docs/Sheets/Slides).
- Basic knowledge of PC and laptop hardware.

Personal Attributes

- Able to follow verbal and written instructions.
- Willing to do physical tasks such as lifting IT equipment, wall mounting projectors/TVs and running cables.
- Strong relationship building skills with the ability to communicate at all levels.
- Team player
- Self-starter with an approachable demeanour.
- Excellent time management, including duties are completed in a timely fashion.
- Efficient, innovative, and pro-active
- Resilience and steadiness to respond calmly in a fast-paced environment
- An analytical mind-set and an appetite for problem-solving.
- Exceptional organisational skills and attention to detail.
- Ability to relate well to people on all levels with sensitivity, tact and diplomacy.
- Enthusiasm for working in a school and engaging with young people.

This job description contains an outline of the typical functions of the job and is not an exhaustive or comprehensive list of all responsibilities, tasks and duties. The job holder's actual responsibilities, tasks and duties might differ from those outlined in the job description and other duties commensurate with this level of responsibility may be either permanently or temporarily assigned as part of the job.

Terms and Conditions

Hours of Work: Monday to Friday 8.30am to 5.00pm with a 30-minute (unpaid) break for lunch.

However, at times the post holder may be required to work such hours as are necessary to properly discharge the duties of the role as outlined in this specification.

Holidays: Holiday entitlement is 30 days plus statutory holidays. Holidays must be taken out-with term time and it is essential that there is always adequate ICT cover.

Salary: National Minimum Wage

Notice: All appointments are probationary for six months

Contract: Full time, permanent.

The successful candidate will be required to undergo an enhanced Disclosure and Barring Service check which is obligatory for all persons working in an environment where children are present.