

Lytchett Minster School

Job Details and Person Specification

Post: IT Technician
Job ref: Dorset Grade 6
Reports to: Network Manager



Main job purpose

To work as part of the IT team to ensure the appropriate IT equipment, software, peripherals and other resources are readily available in support of teaching and learning.

The post holder will assist the Network Manager in the analysis and review of new software and will advise staff on its suitability, relevance and potential for the support of effective teaching and learning.

The post holder will support staff by responding to and solving any problems relating to software and hardware, including internet access. A degree of support and supervision within the IT suites for pupils and other users will be required.

The post holder will be responsible for regularly checking the functionality of systems and will establish and maintain user accounts for all staff and pupils on the network, granting appropriate permissions, access and security levels according to the school's policy.

They will also undertake first line support and maintenance to ensure effective operation of IT equipment. Where repairs cannot be adequately and safely carried out, arrange repairs by nominated and approved contractors. Arrange servicing of equipment and install new IT equipment as directed (including liaison with suppliers), dispose of obsolete IT equipment in accordance with financial regulations/school policy.

The post holder will need to ensure all equipment is audited as well as ensuring that adequate stocks of consumables are readily available and appropriate records are maintained. Check virus protection and guard against data or system corruption and check back-ups, reporting anomalies to the Network Manager.

Main duties

- To work within IT operating guidelines to solve software and hardware issues. To liaise with the Network Manager where more complex technical problems arise.
- To work on support issues that come into IT support office.
- To deal with urgent problems as they arise whilst ensuring minimal disruption to lessons.
- To resolve routine technical problems.
- To perform regular maintenance of projectors around the campus
- To give advice and support to staff/pupils/other users on the use of software.
- To work alongside other members of the IT support team on project work.
- Any other appropriate tasks as requested.

Person Specification

- IT experience, including problem solving across a range of technical issues.
- Software/hardware knowledge. Experience of application and use of a wide range of software (including Microsoft operating systems, Microsoft Office and Office 365).
- Minimum educational attainment of 5 GCSE A-C grades or equivalent, and/or applicable technical or vocational qualification.
- The ability to converse at ease with students and colleagues and provide advice in accurate spoken English
- A good sense of humour and ability to work as a member of the IT support team
- A work ethic commensurate with the demands of an educational environment
- The ability to work with young people and colleagues at all levels

Conditions of Service

Salary Grade:	Grade 6 (spinal column points 6 - 9)
Salary:	£25,183 - £26,409 per annum
Contractual hours:	37 hours per week 8.30am – 4.30pm Monday to Thursday (4pm finish on Friday)
Contract type:	Permanent
Contractual weeks:	52.14 weeks