JUNIOR IT TECHNICIAN

Job Description

POSITION: Junior IT Technician   **REPORTS TO:** Systems Manager   **GRADE:** 4 SCP 4

OVERVIEW

To ensure the appropriate ICT equipment, software, peripherals and other resources are readily available in support of teaching and learning and that the school's administrative IT systems operate successfully.

MAIN RESPONSIBILITIES AND DUTIES

IT Support and Helpdesk Coordination

- Provide first-line technical support to staff, students, and parents/carers for hardware, software, and network issues.
- Utilise the school's helpdesk ticketing system to log and track support requests raised by phone call, email, or walk-in.
- Prioritise and escalate tickets as necessary to ensure timely resolution.
- Troubleshoot and resolve IT-related problems in a timely manner.
- Assist with the setup and maintenance of IT equipment, including computers, printers, and projectors.
- Monitor the status of open tickets and follow up with users to provide updates and confirm resolutions.

Software Support

- Install, configure, and update software applications as required.
- Assist with the deployment and management of educational software and learning platforms.
- Ensure software licenses are up-to-date and comply with licensing agreements.

Hardware Installation and Maintenance

- Install new IT equipment as directed, including liaising with suppliers, and dispose of obsolete IT equipment in accordance with financial regulations/school ICT policy.
- Carry out routine maintenance and repairs on computers, laptops, iPads, projectors, speakers, and other IT equipment.
- Coordinate with external companies for hardware repairs and replacements when necessary.
- Manage inventory of IT equipment and supplies, ensuring adequate stock levels.

Asset Management

- Maintain an accurate inventory of all IT assets, including hardware, software, and peripherals.
- Conduct regular audits of IT assets to verify their condition, location, and usage.
- Assist with asset procurement, including researching products and obtaining quotes.

Network Support

- Monitor and maintain the school's network infrastructure to ensure optimal performance and security.
- Assist with Windows Server administration, including configuration, maintenance, and troubleshooting.

- Configure and manage network protocols, including TCP/IP and DNS, to ensure reliable network connectivity.
- Maintain network hardware, including cabling and WiFi infrastructure (Aruba), to support seamless connectivity.
- Design and implement Active Directory and Group Policy to manage user accounts and enforce IT policies.
- Manage Storage Area Network (SAN) to ensure efficient storage and data retrieval.
- Implement and maintain firewall and security protocols to safeguard the school's IT systems.

Training and Development
- Provide training and guidance to staff and students on the use of IT equipment and software.
- Assist in the development and implementation of IT training programs for staff.
- Stay updated with the latest technology trends and developments to continuously improve IT services.
- Undertake specialist IT training linked to technologies and systems used in the school.

Other
- Promote and safeguard the welfare of children and young people in accordance with the school's safeguarding and child protection policy.
- Undertake any other reasonable duties as required by the Headteacher or their representatives.

PROBLEM SOLVING

- To work within ICT use and operating guidelines to solve software and hardware failures. To liaise with the Systems Manager where more complex technical problems arise.
- To deal with urgent problems as they arise ensuring minimal disruption to lessons
- To resolve routine technical problems without reference to the Systems Manager.
- To seek approval and guidance from the Systems Manager, prior to instructing repairs by nominated/approved contractors.

KEY CONTACTS AND RELATIONSHIPS

- Regular contact with network providers/contractors to resolve technical problems.
- Daily contact with members of staff and students to give advice and/or guidance on the operation of ICT equipment and software.
- Liaison with other IT technician(s) and communication team staff.

DECISION MAKING

To give advice and support to staff/students/other users on the use of software.

RESOURCES

- ICT Hardware, Software and peripherals.
- Range of equipment, type, number and network, will be dependent upon the size and type of school.

WORKING ENVIRONMENT

- Work within computer suites, at times may be subject to high or low temperature levels due to hardware operation.
- Frequent use of ICT equipment (plus regular lifting etc), also occasional work in restricted areas.