JOB DESCRIPTION

Post Title: IT/Media Support Technician

Grade: H4

Hours: Full time (37 hours)

Responsible to: Trust Network Manager

PURPOSE OF JOB

The main purpose of the role, within the Scholars' Education Trust, is to provide first line technical support, including troubleshooting and resolving user (staff and students) problems, basic hardware/software issues and undertaking specific maintenance and upgrade tasks on our network. Specific responsibilities include:

Areas of responsibility

- Work within the Trust IT team to ensure all systems work reliably.
- Accepting and resolving 1st line issues (changing passwords, general hardware and software support, etc) and escalate other calls to the appropriate level.
- Staff/Student technology support – all staff at both schools are equipped with ipads, alongside the banks of computers and iMacs.
- Perform regular room and equipment checks to provide maximum availability and keep log of faults found.
- Ensure working equipment is available for Concerts and extra curricular events, recordings for GCSE, AS and A level, microphones & the setting up of recording equipment including cabling, music stands, microphone stands, etc.
- Arrange repair with consent of the budget holder for any school equipment which cannot be fixed on site.
- Technical supervisor on extra-curricular productions – overseeing the student technical crew.
- Supporting assemblies technical requirements.
- Help maintain the school IT Inventory and report annually to the finance office.
- Remove equipment where it is not working and deploy replacement kit as directed by the Trust Network Manager.
- To maintain and set up when required audio visual equipment to enhance Academy student learning or community events.
- Work within the technical team to ensure that the service provided to the schools is to a good standard.
- Install new PC workstations, printers and software as required.
- To provide basic management of the school network in the absence of the Trust Network Manager or as and when required.
- To support School/Academy evening events, ie Parent Information Evenings, Open Evening with the set up of the required audio visual and IT equipment.
- Any other similar duties as per the direction of the Trust Network Manager or School/Academy.

General

This position is an ideal first step into a career in IT.

Personal Qualities

- Ability to communicate with people of all levels
- Enthusiastic about a career in IT
- Pursue development of IT skills, including Microsoft and Apple Operating Systems and Microsoft Office
- Has basic hardware troubleshooting, configuration and repair skills
- Ability to organise and prioritise tasks
- An interest in acquiring or possesses basic hardware troubleshooting, configuration and repair skills
- Willing to work to flexible hours when required for after school events

To take part in

- Professional development and training
- Established performance management process
- Any other reasonable duties as requested by the Deputy Head/Finance Director or Head.

Ideal Experience/Knowledge

- Knowledge of Microsoft Windows 10, Office 2021 LTSC
- Knowledge of iMacs, iPads
- Basic networking knowledge (patching, cable management)
- Knowledge of PC hardware

Desirable skills

- Ability to drive (for cross Trust travel)
- Knowledge of Server 2022, Active Directory
- Use Apple Profile Manager and Apple Configurator
- Printer management/repair
- Familiar with Smartboard software
- Ability to repair iMacs
- Experience using SIMs, Papercut and Veeam backup software

It is expected that the post holder will actively help to maintain the Trust's aims and continue to enhance its standing within the local and wider community.

The post holder has a responsibility to actively implement the school's commitment for the safety and welfare of young children/young people.

This job description sets out the duties of the above post at the time it was drawn up. The Headteacher may vary the duties from time to time without changing their general character or the level of responsibility entailed.