



Job Description

Job Title: IT Technician
Department: IT - Computer Support
Last reviewed: August 2024

Job Outline

Haileybury is home to a dynamic and highly regarded IT Department. We are currently seeking a dedicated IT Technician to join our supportive and friendly team.

In this exciting role, you will be instrumental in delivering exceptional customer service while engaging in a diverse range of IT tasks.

You will have ample opportunities to expand your knowledge and skills, including learning new systems and technologies through collaboration and mentorship from experienced colleagues. The department values a positive attitude and a genuine willingness to learn. We are committed to providing the necessary training to help the successful candidate succeed in this role.

The School has a very progressive outlook on IT for both pupils and staff, providing an excellent opportunity to get involved with a forward-thinking educational institution.

Purpose

The purpose of this job description is to set out the current principal duties of the post. It does not detail every individual task, and employees are required to undertake such tasks and duties as are allocated to them from time to time in accordance with the role. This job description will be reviewed annually as part of the School's annual performance review process.

Key Responsibilities

IT support

- Provide e-mail, telephone and face-to-face support for staff, pupils, parents and Governors.
- Log all requests in the helpdesk system.
- Support, maintain, and deploy IT and AV hardware (iPads, MacBooks, PCs, laptops, Chromebooks, projectors and other accessories and peripherals).
- Install network data cabling to support IT facilities and VOIP telephones.
- Assist with the improvement of network cabling infrastructure.
- Troubleshoot software, hardware, and network issues, logging faults with warranty providers where appropriate.
- Assist with software queries and maintain knowledge of Microsoft Windows, Apple devices, Google Workspace, Microsoft Office and other key systems.
- Participate in the weekend cover rota.

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Printer management

- Install, configure, support, and manage campus printers and multifunction devices.
- Liaise with external photocopier suppliers and manage consumables.

Events / AV

- Provide AV support for school events, including delivery, setup, operation, and dismantling of projection, lighting, sound, and public address systems. This will include some out of office hours and weekend support.
- Instruct users on AV equipment usage.

Administrative duties

- Ensure all work is documented accurately and up-to-date.
- Stay up-to-date with relevant technologies, procedures, and regulatory requirements.
- Design, implement, and review efficient working systems.

Other Requirements

Safeguarding and Child Protection

All employees must be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons with whom they may come into contact whilst at Haileybury. Employees must comply with the School's Safeguarding and Child Protection Policy and must be familiar with how to raise any safeguarding or child protection concerns.

Health and Safety

In accordance with the Health and Safety at Work etc. Act 1974 and associated legislation, all employees must comply with relevant health and safety procedures and guidance at all times. They must be familiar with, and assist the School in the implementation of, its Health and Safety Policy which is available on the School Portal.

Employees must also adhere to any requirements arising from, or relating to, any relevant risk assessments, Control of Substances Hazardous to Health (COSHH), PPE, and manual handling. Specifically, employees must carry out all duties in a manner which does not endanger themselves or others.

Equality, Diversity and Inclusion

Employees must comply with the School's equality, diversity and inclusion policies and practices in force from time to time and must carry out their duties in a manner which does not discriminate against any person on the grounds of any protected characteristic.

Code of Conduct

Employees at Haileybury are expected to work together cooperatively showing respect, courtesy and helpfulness to others at all times. Employees should work to actively support and promote the School's positive ethos and culture, and must act in accordance with the School's Staff Code of Conduct.

Data Protection

All employees must comply with the School's Data Protection Policy, and must carry out their duties in a manner which is consistent with this policy and data protection legislation generally.

IT Technician Person Specification

	Essential	Desirable
Qualifications		
A good standard of education (A Level or equivalent)	✓	
A relevant degree or related qualification		✓
Valid UK driving licence		✓
Knowledge, Skills and Experience		
Experience within a similar role	✓	
Experience of using and maintaining projectors		✓
Strong level of computer literacy and working knowledge of Windows, Apple, Microsoft and Google	✓	
Experience within an educational environment		✓
Highly organised with the ability to prioritise work to deadlines efficiently and effectively	✓	
Excellent communication skills across all levels of stakeholders	✓	
Ability to maintain confidentiality with tact, diplomacy and discretion	✓	
Resourceful and flexible with the ability to adapt to change	✓	
Personal Attributes		
Enthusiastic with the desire to learn	✓	
Confident, self-motivated and proactive	✓	
Honest and reliable	✓	