# Elthorne Park High School IT Support Technician

**Job Description**

**Position Title:** IT Support Technician

**Reports To:** Multi - Site Network Manager

**Salary:** Scale 4 (£23,541 - £24,825)

**Hours:** Full Time 35 Hours per week

# Main Purpose of the Job

The IT Technician is responsible for assisting the Network Manager and Deputy Network Manager in the efficient operation of IT systems at main school (Elthorne Park High School) and other primary schools

# Principle Accountabilities

1. **Maintaining Systems at main school and other primary schools.**
   1. To assist in the day to day running, maintenance and helpdesk duties of the IT systems. IT systems include but are not limited to:
      * Helpdesk duties including working on assigned IT support tickets in line with service desk SLA’s
      * Supporting users and computers in a Microsoft Active Directory Server 2008/12 environment (Physical and Virtual).
      * Maintain and keeping IT asset registers up to date in parago.
      * Maintaining all aspects of the Schools IT hardware and software.
      * Carrying out administrative tasks on the Schools IT network.
   2. Assist in the management and security of networked systems including:
      * Access and user permissions / policies
      * Antivirus
      * Web Filtering and eSafety protocols
      * E-safety acceptable use system monitoring
      * Assist with maintaining the physical health of School systems, including servers, networking equipment, and cabling.
      * Technical support and management of all Audio & Visual equipment including School Events
   3. Assist in the Maintenance and support of the day to day running of the Apple network.
   4. Maintain and keep system documentation up-to-date.

# IT Service Desk at main school and other primary schools.

* 1. Ensure the IT Service Desk is offering a quality support service to all end users through efficient and effective practices as directed by the Network Manager and Deputy Network Manager.
  2. Work to agreed SLA’s for the IT Service Desk.
  3. Ensure the asset database is accurate & current.
  4. Ensure the technical knowledge base repository is maintained and kept up to date.
  5. Assist in the smooth running of the helpdesk by keeping calls up to date with accurate information.
  6. Perform standard IT Support duties including, but not limited to, unpacking, installing, configuring, maintaining and repairing software, printers, projectors, AV & video editing equipment, peripherals, computers, and network components.
  7. Assist in the day to day running and maintenance of the VOIP PBX Telephone system.
  8. Assist in the day to day running and maintenance of the access control systems.
     1. Provide 1st & 2nd line helpdesk support duties at other local School sites as and when instructed by the IT Manager.

# Procurement

* 1. Assist in the IT equipment procurement process by organizing quotations and updating purchasing

/ budget documentation.

# Communication & Liaison

* 1. Foster regular communication with staff members and students in order to facilitate the smooth running of the support provision and to promote new ICT systems and projects.

# Professional Development

* 1. Show a commitment to personal and professional development by meeting targets agreed with the Network Manager.
  2. Ability and willingness to adapt or alter one’s practice when & where benefits and improvements are identified.
  3. Show consistent competence and reliability on a day-to-day basis, demonstrating a sound understanding of the issues faced and the technologies used throughout the school.

# Unsocial Hours

There may be a requirement to work beyond normal hours should emergency work / upgrades on IT systems be needed. Additional duties may include support for IT at special events, such as Parent’s Evenings, conferences, and school productions and undertake any other IT related duties as required.

# Specific Tasks relevant to the role

It is expected and reasonable that the attendance and punctuality of the IT Support Technician should be exemplary. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. The job description is not necessarily a comprehensive definition of the post. It may from time to time, be subject to modification or amendment in consultation with the holder of the post and other relevant parties.