

<b>JOB DESCRIPTION</b>	
<b>Position</b>	IT Support Technician
<b>Salary</b>	£19,621
<b>Main Purpose(s) of job</b>	To provide technical and maintenance support for our partner primary schools and within the College.
<b>Accountable to</b>	IT Support and Development Manager
<b>Tasks</b>	<p>You will be working in our IT support service team providing support in our schools within the Ely area with weekly on-site visits. You will spend half of the week in the College and the other half in other schools. A team of technicians in the College will provide you with 2<sup>nd</sup> and 3<sup>rd</sup> line support whilst you are on visits.</p> <p>Tasks in each school will include:</p> <ol style="list-style-type: none"> <li>1. Day-to-day maintenance of all computers within our primary schools support service. This includes issues such as repairs to workstations (laptop &amp; desktop), installation of temporary workstations, supporting teachers in the classrooms and attending to any petty vandalism. Report potential issues through to 2<sup>nd</sup> line support where necessary</li> <li>2. Trouble-shooting of problems that arise with individual machines and replacement parts and investigative problems relating to hardware and software</li> <li>3. Ensure Sophos &amp; Windows updates are delivered to all workstations</li> <li>4. Manage the software installation and upgrades of computers to ensure the latest updates are applied</li> <li>5. Ensure the schools meet the safeguarding requirements regarding their IT use</li> <li>6. Support the IT Manager in areas such as project roll-out</li> <li>7. Induction of staff in the use of the IT resources</li> <li>8. To follow all school policies and procedures, in particular those in relation to the professional characteristics required of all staff.</li> <li>9. Duties may vary from time to time at the discretion of the Principal and the postholder may be required to undertake any reasonable task requested by the Principal.</li> </ol>
<b>Child Protection</b>	To inform the Child Protection Officer of any issues relating to the safety and well being of students.
<b>Ethos</b>	<ul style="list-style-type: none"> <li>• To help maintain good order and discipline among the pupils and to safeguard their health and safety, both on school premise and on any authorised trip.</li> </ul>
<b>School Development</b>	<ul style="list-style-type: none"> <li>• Contribute to wider school developments.</li> <li>• Participate in arrangements for the appraisal of their performance and that of other members of staff.</li> <li>• Participate in arrangements for their further training and professional development.</li> </ul>
<p>The job description does not define in detail all the duties/responsibilities of the post which will be reviewed annually as part of the performance management review and may be subject to modifications or amendments after consultation and agreement with the post holder</p>	

<b>PERSON SPECIFICATION</b>		
<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications</b>	A qualification in an IT related subject Educated to A Level standard	Qualifications in an IT Technology (such as A+ or MCP)
<b>Experience</b>	Computer hardware maintenance Basic networking Experience of working in a team environment	Experience of working with children
<b>Knowledge and Skills</b>	Working knowledge of the Windows environment in particular Windows XP, Server 2003 in an Active Directory environment Time management skills Ability to prioritise when working alone Excellent time-keeping Ability to work with minimal supervision Ability to communicate at all levels Demonstrate an enthusiasm to motivate young people to learn	
<b>Personal</b>	Excellent team player Ability to remain calm under pressure Flexible approach Keen to learn new skills Enjoy working with young people	