Job Description

Job Title: **Junior IT Technician**

Grade: **Scale 3 - Point 5 - 6**

School: **The Royal Liberty School**

Reports to: **IT Manager/Trust IT Manager**

Job Purpose and Context:-

The Junior IT Technician is responsible for assisting the IT Manager in the effective and efficient day-to-day functioning of the school's ICT systems, comprising a variety of different technologies and a SpiceWorks ticketing system to aid all of their end users in raising standards and accessing educational resources.

Roles and Responsibilities:-

1. **Networks**
   1. To assist in both the virtual and physical hardware running Windows Server 2012-2019 using Active Directory and Group Policy and the school LAN and wireless networks.
   2. To assist in managing the school's MS Windows and Google Apps for Education domains.
   3. To assist in maintaining the school's core internal systems, including telecommunications, AV equipment, Display screens, printers & site access control systems.
   4. To manage AD user accounts in a vanilla environment, and manage the allocation of user space quota, drive access, email and security groups.
   5. To maintain network cabling infrastructure and other vital networking equipment, repairing and patching in where necessary.
   6. To assist with the activation and implementation of the school's disaster and contingency plan.

2. **Hardware**
   1. Manage inventory of IT school assets amending as required, including Chrome devices listed in the Google Workspace console.
   2. Assist with the safe and appropriate disposal of hardware that is no longer needed (WEEE).
   3. To build, set up and test hardware and then provision throughout the school.
   4. Install new software and deploy it to PCs, Chromebooks and other network-connected devices.
   5. Diagnose and repair any IT hardware including, but not limited to, computers, Chromebooks and laptops.
   6. Liaise with suppliers & other providers relating to hardware and software problems and maintain records as appropriate (Ticket system).
   7. To maintain school laptops and Chromebooks and check they are fully functional before issue to and, when returned from, staff or students.
   8. To set up as required IT & AV equipment for school functions.
   9. To assist in managing the VOIP telephone systems including.
   10. Assist end users with issues about printing release jobs, clearing paper jams etc.

3. **Software**
   1. To support staff and students with the use of Google Workspace for Education, Microsoft Office and other technical and educational software including cloud services.
   2. To assist the IT Department with specialised software and programming applications e.g. Adobe Creative Cloud, Google Classrooms, coding programs for students such as Python etc.
   3. To assist in maintaining and updating software on the school network including computer images and builds.
   4. To help maintain the school's high level of network security, including regular review of anti-virus software and OS updates via WSUS.
   5. To assist in the maintenance of any software applications and licences, helping to update records as required.
   6. Act as the first point of call for any issues with end-user IT and troubleshooting, escalating and liaising with other technicians or the IT Manager when necessary.

4. **General**
   1. To take appropriate action to identify, evaluate, minimise and manage any risks to health, safety and security in the immediate working environment.
   2. To undertake one-off projects as defined by the Trust IT Manager and /or the requirements of the schools.
   3. To complete school-based induction and undertake staff training required to improve performance.
   4. To participate in the school's appraisal system.
   5. To provide support and advice to staff to assist in developing their technical capabilities and knowledge as required.
   6. To provide general maintenance of IT resources.
   7. To use personal IT skills to support the administrative requirements of the post.
   8. To provide updates and reports to the IT Manager/Trust IT Manager about IT developments.
   9. To use ones initiative when the 'unexpected' happens and be flexible to working across other sites within the trust.

Other Professional Responsibilities:

- To work in accordance with the values of the Trust particularly with regard to promoting positive attitudes towards tolerance and respect for other people.

- To work in accordance with school policies and procedures as identified in the staff handbook and school policy folders.

Notes:

1. Success for All Educational Trust has a strong commitment to achieving equality of opportunity in its services to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their work and to undertake any appropriate training.

2. The post holder is expected to undertake any appropriate training, including recognised professional qualifications, considered necessary to fulfil the role.

3. The post holder is expected to demonstrate a flexible approach in the delivery of work. Consequently, the post holder may be required to perform work not specifically identified in the job description, but which is in line with the general level of responsibility of the post.

4. This job description will be subject to review with the post holder after one year and may then be reviewed from time to time.

Signed ………………………………   Date   ……………………………………….

Print name   …………………………………

Junior IT Technician
Benchmark Person Specification

Skills and Abilities	Essential	Desirable	Assessed by
Ability to organise one's own work, to prioritise tasks and keep to deadlines	√		Application & interview
Ability to manage the work and outcomes of other people		√	Application & interview
Ability to be flexible and respond effectively to the 'unexpected'	√		Application & interview
Ability to communicate and interact effectively with adults, children and young people	√		Application & interview
Ability to write effectively for a variety of different audiences	√		Application and interview
The ability to maintain asset registers across the schools	√		Application and interview
The ability to assess training needs in a rapidly changing environment		√	Application and interview
The ability to assess disaster recovery policy and procedures and maintain continuity of a quality service		√	Application and interview
Knowledge			
A detailed and in-depth understanding of IT specific health, safety and security issues in schools	√		Interview
Know-how to monitor IT-related responsibilities across the school	√		Application and interview
A detailed and in-depth understanding of the application of ICT to teaching and learning		√	Application and interview
An understanding of procurement monitoring in schools		√	Application and interview
Qualifications and Experience			
Certification to support expert user status in IT networking and hardware/software		√	Application
GCSE at level A-C in English and mathematics or equivalent		√	Application
Between 2 and 3 years of experience in an ICT support or technician function		√	Application
Evidence of willingness and motivation to develop own skills and abilities through continuing professional development	√		Application & interview
Experience in the provision of online resources		√	Application & interview
Experience in Google Workspace domain management		√	Application & interview