ICT Support Technician - Job Description

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment, therefore the following shall be deemed to be included, in addition to the duties that you may be required to perform:

Promoting and safeguarding the welfare of children and young persons for whom you are responsible and with whom you come into contact.

Job Summary

The ICT Support Technician will work as part of the ICT team, to provide Hardware and Software support for Whole School ICT services.

Main Responsibilities

- To maintain users systems by resolving issues or providing workarounds for long-term problems.
- To assist with the on-going maintenance of the LAN, WAN, hardware, server and OS systems
- Troubleshoot software, e-mail, intranet and external integration issues
- To ensure that customer raised issues are resolved.
- Provide Telephone, Remote and Hands-on assistance to users as necessary.
- Install, Upgrade and configure PC Hardware and Software.
- Fault analysis and rectification of PCs, Printers.
- Researching, testing and implementing new Hardware / Software.
- Assist with Server, Network and System faults as instructed.
- Ordering of spare parts and consumables.
- Documentation of procedures.
- Administration of new machines.
- Assist teachers during ICT lessons when required.
- Perform Departmental / Whole School ICT support as directed.
- Carry out such other duties as may be required by the ICT Manager / Head of ICT.

Technical Skills

- Minimum two years' experience in a PC support role.
- Advantageous: Microsoft Windows, Active Directory, web development programming.
- Basic knowledge of computer hardware and Microsoft Office products, firewalls.

- An understanding of project and change management including documentation and user training.
- Sound knowledge of PC Architecture.
- Basic networking knowledge.
- Varied application knowledge.

Personal Skills

- Work as part of a team.
- Ability to use initiative, prioritise work and finish all tasks to a high standard.
- Flexible at all times.
- Very good interpersonal skills
- Excellent organizational skills
- Excellent communication skills with the ability to liaise at all levels.

Qualifications / Experience

The successful candidate should ideally possess computer qualifications and be able to demonstrate a thorough understanding of their profession. They should have at least two years' experience in a computer support field.

Salary will be in the region of £20,000 – £21,500 depending on experience. Salaries are reviewed annually.

Normal hours of work during term time (34 weeks), will be:
Mon, Tue, Wed, Thurs, Fri: 8.00a.m. – 5.00p.m

Alternate Saturday mornings during term time to be covered on a remote / on call basis.
8.00a.m. – 12.35p.m.

Normal hours of work during School holidays will be:
Mon – Fri   8.00a.m.– 4.00p.m.

30 days holiday may be taken annually 5 of which must be taken during the Christmas closedown. The timing of holidays will be at the discretion of the IT Manager. Holidays are not normally approved during term time.

Reporting to the IT Systems Manager, Head of IT and ultimately the Assistant Head Academic.

Application Process

All applications are to be e mailed to the Head of IT at sowen@foremarke.org.uk using the School's Application form.

The closing date for applications is Thursday 20 September 2018 at 4.00pm

To discuss the role in more detail please call David Baines on 01283 707128