

JOB DESCRIPTION

Job Title : IT Technician

Reports to : Head of Infrastructure & Principal

Key Responsibilities:

Responsible for system wide technical support to curriculum and administrative PCs, laptops, printers and our network installation. To help raise attainment in ICT across the school, by ensuring hardware resources are well maintained and by ensuring that staff, pupils and parents are supported in using ICT to support learning.

Responsibilities:

1. Setting up workstations with computers and necessary peripheral devices.
2. Install hardware, software and device drivers on standalone computers.
3. Install and configure computer networks including LAN and WAN.
4. Manage network configurations to ensure that all computers on a network can communicate effectively.
5. Test computers peripherals, hardware and software to ensure that they are working appropriately.
6. Periodically upgrade software, patches and operating systems on a continuous basis.
7. Install and configure monitors, keyboards and printers.
8. Checking computer hardware (HDD, mice, keyboards etc.) to ensure functionality.
9. Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
10. Act as a technical resource in order to assist users with resolving computer issues.
11. Answer tickets and emails pertaining to users' computer problems.
12. Ensure that all computers are secured effectively by installing and updating antivirus software.
13. Set up and organize IPs appropriately.
14. Train and guide users to handle information technology equipment by providing precise instructions.
15. Analyze network problems and manage preventative maintenance procedures.
16. Explain the role of network applications and equipment to the end users.
17. Maintain documentation of technical maintenance procedures carried out.
18. Provide new users (staff member, student and parents) with orientation of existing and new technology module.
19. Perform regular and preventative physical and virtual maintenance on standalone computers and on the network members.
20. To undertake any ad-hoc tasks/projects pertaining to IT duties as and when.
21. Maintain records/logs of repairs and fixes and maintenance schedule.
22. Identify computer or network equipment shortages and place orders.
23. Maintaining the school domain, adding and deleting staff and pupils as they join or leave the school. Also community gateway and email accounts.
24. Undergo any training linked to the development of ICT and disseminate the training to others.
25. Ensuring that as far as possible, pupils are not exposed to inappropriate materials on the internet.
26. Working with staff, parents and pupils to promote safe use of ICT equipment and sites at school and at home.
27. Ensure pupils know how to report any cyber bullying or activity which causes concern.
28. Being aware of and following all school policies and procedures, in particular policies related to the use of ICT equipment and sites.
29. Being aware of confidential issues linked to home/pupil/teacher/school work and to keep confidences as appropriate.
30. Maintaining the school web site and ensuring that information is accessible and up to date.
31. Undertaking any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post.
32. Work with the ICT coordinator to prepare an action plan linked to required investment to ensure that ICT equipment meets the needs of the curriculum.
33. Obtain quotes, which represent best value, for new ICT equipment/ repairs etc.
34. Running workshops, training events, family learning and clubs to promote the use of ICT.