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**JOB DESCRIPTION**

**POST DETAILS**

**Job Title:** IT Technician

**Grade:** Grade 4 SCP 6 – 7

 Actual Salary £20,551.00 – 20,896.00

**Location of Work**: Bridgewater High School – Upper and Lower Sites

**Directly Responsible To**: IT Manager

**Directly Responsible For**: Not Applicable

**Hours of Duty**: 37 hours per week, 39 weeks per year, (Term Time Plus 5 days)

8am– 4pm Monday – Thursday

8am–3.30pm Fridays. Term Time. Working hours are generally fixed, but due to various after school events throughout the year, the role does require an element of flexibility when support is required.

**Primary Purpose and Scope of the Job:**

The purpose of the role is to provide IT / Network support to ensure the smooth day to day operation of our school’s IT network. The aim of the role is to provide support to both pupils and staff across our curriculum and admin network on a wide range of IT matters, attending classrooms and offices when requested.

The school is on two sites and support is expected on both upper and lower site when needed.

**WORKING RELATIONSHIPS**

All teaching staff and support staff

Pupils across all Key Stages

**KEY TASKS AND ACCOUNTABILITIES**

1. Responsible for the day-to day maintenance of the IT equipment across the school including hardware, software, security, and the network.
2. Responsible for providing technical support and assistance as required by staff and students at the school in relation to the use of IT equipment. This includes, but is not limited to, desktop PCs, laptops, printers, interactive whiteboards, and AV equipment.
3. Responsible for the administration of the curriculum and administration networks including user account administration, security, backups, networking devices and general server administration.
4. Undertake minor repairs to equipment and deal with minor network problems liaising with the school’s IT support contractor as required.
5. Setting up of IT/AV equipment as and when needed for both staff and external visitors.
6. Work on major improvements and developments to the school’s systems as required by the Assistant Head (Strategic ICT) or the Network Manager.
7. Responsible for the security and asset management of IT equipment in the school including ensuring that equipment is security marked and added to the asset management programme. Assist the Network Manager in carrying out regular checks on equipment.
8. Responsible for the organization and maintenance of software licensing across the school, working with Heads of Faculty and Departments as appropriate.
9. Provide on call services to resolve critical/urgent incidents during school hours via mobile phone.
10. Ensuring that faults reported by staff and pupils are resolved as swiftly as possible in accordance with school policies and procedures, attending classrooms if requested to help with any issues.
11. Liaise with the school’s IT support contractors in relation to day-to-day operational issues working with them to resolve any issues as required.
12. Adhere to the school’s IT policies and procedures and support the Network Manager in ensuring their implementation across the whole school.
13. Contribute to the provision of IT training for all school staff both formally in the delivery of IT training programmes as required and informally through provision of on-the-job advice, guidance, and training.
14. Comply with all Health and Safety processes as required by the school’s Health and Safety systems.
15. The post holder is responsible for the safeguarding and promotion of the welfare of children.
16. Undertake such additional duties as are reasonably commensurate with the level of this post.

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**PERSON SPECIFICATION**

**POST: IT TECHNICIAN**

**PAY GRADE: Grade 4 SCP 6-7**

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|  | **Essential** | **Desirable** |
| **Experience**Experience working with IT networksExperience of working in a school environment | **√** | **√** |
| **Skills/ Knowledge**Minimum educational qualifications of 5 A\* - C grades at GCSE or equivalentMinimum of 2 Level 3 qualifications (A Level or equivalent)Relevant qualifications in IT systems and network management | **√** | **√****√** |
| **Competencies**Communicates well with a variety of peopleAble to analyse information from a number of sources interpreting information and solving problems over the short-term. Aware of policies governing the management of IT systems including Data Protection and e-Safety.Able to liaise with school employees, school leadership team and external agencies.Well-organised and able to work to deadlinesAble to prioritise and work on own initiative with little close supervision.Able to handle considerable levels of interruptions, conflicting demands and changing priorities. Good administrative skills and excellent attention to detail. | **√****√****√****√****√****√****√****√** |  |