



## JOB DESCRIPTION

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| <b>Job Title:</b>      | IT Technician                                                                                                                                                                                                                                                                                                     | <b>Department:</b>      | IT  |
| <b>Hours of Work:</b>  | <b>Term Time - Mon to Fri 08:00 to 16:30 or 08:30 to 17:00 (on weekly rota)</b><br><b>School Holidays - Mon to Fri 08:30 to 17:00</b><br><br>The IT team will be required to provide on-site support to key events and on-call services from time to time which means some out of hours working will be required. |                         |     |
| <b>Responsible To:</b> | IT and Cyber Security Manager                                                                                                                                                                                                                                                                                     | <b>Responsible For:</b> | N/A |

### Summary of Role:

The IT Technician provides first and second line support for all technology provided across Woldingham School. The role is part of the IT Team who ensure high quality IT services are always available and the user community has the support required in their roles.

### Specific Responsibilities:

This list is representative of the day-to-day tasks that need to be undertaken by the IT Technician but is not exhaustive. Other responsibilities may be added by the IT and Cyber Security Manager as appropriate to support any changing needs or development in the IT services provided.

- To provide first and second line support for all IT hardware and services provided to the Woldingham School community, escalating third line issues to the Senior IT Technicians as required. This is to include hosted systems such as the school MIS and telephony systems.
- To ensure all members of the Woldingham community have access to appropriate technology to support their roles and, should issues arise, provide prompt high-quality support remotely or face to face until resolved, updating the user and school ticketing system at every stage.
- To ensure wherever possible that issues are resolved, or changes made, with the minimum impact on the services provided, undertaking out of hours work if required by the IT and Cyber Security Manager.
- To monitor the IT Helpdesk system, progressing and assigning tickets as required to ensure that all tickets are addressed promptly.
- To be the first point of contact for the Student Device Scheme operated at Woldingham School involving other members of the IT Team or the suppliers as required.
- To assist the Senior IT Technicians as needed in maintaining user access rights on all hosted and local services.
- To liaise with any third-party service providers over connectivity and technical matters as required to maintain our IT services.
- To maintain high availability of all printing and copying devices and services, liaising with the managed service provider for consumables and engineering requirements.
- To ensure excellent communication with all users on progress and resolution of queries, maintain high quality documentation and provide one to one training, for the users, the IT team and senior staff as required throughout any support or project work.
- To share knowledge and experience within the IT Team to assist with ensuring that cover for the role can be provided during any absences.
- To remain aware of current school policies, industry guidance and regulatory matters for all data and services provided particularly safeguarding and data protection.
- To remain aware of the latest threats and trends from the industry regarding all matters of network and data security.
- To assist with troubleshooting and, if appropriate/cost effective, repair of hardware both school and student owned, using third parties as required.

## PERSON SPECIFICATION

| Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Desirable                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <b>Operational Excellence</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <ul style="list-style-type: none"> <li>• Microsoft 365 user administration.</li> <li>• Microsoft 365 use in the classroom (i.e. Microsoft Teams/SharePoint).</li> <li>• MS Windows desktop operating systems.</li> <li>• Support and maintenance of IT hardware including desktops, laptops, tablets and class display screens.</li> <li>• Experience of supporting the Adobe Creative Suite.</li> <li>• Demonstrable exceptional customer service/people skills.</li> <li>• Demonstrable ability to create and maintain high quality documentation for technical team and end users.</li> <li>• Demonstrable knowledge of Data and Cyber Security best practice.</li> <li>• Fluent and accurate written and spoken English.</li> <li>• Maintain high level of educational awareness by keeping up to date with school development plans, school policies, technical developments and trends in other schools.</li> </ul> | <ul style="list-style-type: none"> <li>• Working in a school environment and school MIS systems (i.e. ISAMS).</li> <li>• Microsoft Active Directory (hybrid environments) including software deployment tools.</li> <li>• Remote support of users.</li> <li>• VOIP Telephony (BT Cloud Voice).</li> <li>• Cisco Meraki Network Management tools and configuration.</li> <li>• Managed Secure Release Network Printing.</li> <li>• Apple and other Mobile Device Management Tools (e.g. JAMF).</li> <li>• Apple operating systems, integration of Apple with Windows networks and Apple hardware.</li> </ul> |
| <b>Personal Behaviours</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <ul style="list-style-type: none"> <li>• Driven and highly motivated team member, constantly striving for a high service culture.</li> <li>• Possess excellent communication skills both written and verbal with a focus on quality in all formats.</li> <li>• Able to communicate effectively with the whole school community from students to senior staff.</li> <li>• Be able to work to deadlines and under pressure.</li> <li>• Ability to manage workload, whilst ensuring high levels of quality and maintaining attention to detail.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>• Experience of managing supplier and other third-party contracts and agreements.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Ethos and Whole School Values</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <ul style="list-style-type: none"> <li>• Committed to operating as part of the school community.</li> <li>• Committed to the Sacred Heart Values.</li> <li>• Commitment to Woldingham as a school with high academic standing providing a holistic education and outstanding pastoral care.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Safeguarding and Pastoral</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <ul style="list-style-type: none"> <li>• Committed to safeguarding and promoting the welfare of children and young people.</li> <li>• A satisfactory Enhanced Disclosure from the DBS.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |