



JOB DESCRIPTION

Downside School

Post Title: 1st Line Support - ICT Technician
Departments: ICT Office
Location: Downside School, Stratton on the Fosse
Reports to: **ICT Network Manager**
Date of Issue: August 2021

The Organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Role Summary

To be the main point of contact for front line technical support across the ICT Network, ensuring that ICT output is of a high quality and compliant with current legislation and standards.

Duties and Responsibilities

The following list is not exhaustive, but the post holder's principal responsibilities are:

- Work closely with the ICT team to provide 1st line technical support, answering calls and raising support tickets.
- Set up and prepare ICT equipment in classrooms and for assemblies.
- Provide ICT hardware and software support either by telephone, remote access or visits as appropriate. This will include hardware repairs and redundant kit disposal; routine systems, hardware and software maintenance; testing, installation and configuration of new hardware and software in a Network environment.
- Provide technical support for pupils completing project work or during independent study within the ICT suites.
- To provide technical support for all Office 365 apps.
- To provide technical support for PC's in a networked environment, internet connections and email systems.

- To be an integrated team member, working closely with colleagues and supporting the helpdesk function at all times. Ensuring the delivery of high quality projects and problem solutions.
- Ensure that detailed and accurate records are maintained for the helpdesk function.
- Deal with and resolve password issues, user logon issues and multi factor authentication issues.
- Liaise with external suppliers, where appropriate.
- Run daily checks of the backup system, raising problems with ICT Network Manager.
- Resolve printing issues and arrange external support if required.
- Maintain levels of toner and other print related stock.
- To motivate and gain the confidence of systems users, showing tact and diplomacy where needed.
- To provide detailed procedural and other documentation when required.
- To alert the ICT Network Manager to situations where difficulties and problems are consistently arising in the use and application of computer systems.
- Any other duties as may be required and are commensurate with the grade of the post.

The following duties are ones which all staff are required to perform:

- Promote and safeguard the welfare of children and young persons for whom you are responsible and with whom you come into contact;
- Observe health and safety procedures and work safely at all times;
- To be responsible for your own continuing self-development, undertaking training as appropriate to the working environment and location, and developments in your role;
- Undertake any other duties as required by your manager in order to meet the changing needs and demands of the Organisation;
- Conduct yourself with professionalism, tact and diplomacy at all times as a representative of the Organisation.

Review

This job description is provided to assist the post holder to know their principal duties. It may be amended in consultation with the post holder without change to the level of responsibility or remuneration appropriate to the post.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL <i>These are qualities without which the applicant could not be appointed.</i>	DESIRABLE <i>This information could be used to differentiate applicants.</i>	HOW IDENTIFIED <i>(Application / Interview)</i>
Qualifications	Level 3 qualification or equivalent relevant experience in an ICT related discipline.	HNC/D qualification or equivalent in an ICT related discipline.	Application
Knowledge & Skills	<p>Excellent working knowledge of Microsoft Office e.g. Word, Excel and Outlook.</p> <p>Windows 10.</p> <p>Good knowledge of Office 365, e.g. Teams, OneDrive,</p> <p>Helpdesk software</p> <p>Clear communication skills, both orally and in writing with key stakeholders e.g. colleagues, pupils, governors.</p> <p>Good organisation skills and ability to multi task.</p> <p>Research and analysis skills,</p> <p>Able to establish the cause of problems and knowledge of how to resolve them.</p>	<p>Office 365 Admin Centres</p> <p>Knowledge of typical School ICT solutions (such as MIS, follow me print solutions).</p> <p>Familiarity or working knowledge with software packages such as iSAMS and SOCs.</p> <p>Knowledge of Apple technologies, physical network technologies (switching, routing and wireless).</p>	Application / Interview
Experience	<p>Experience in a commercial or education environment.</p> <p>Able to work on own initiative with minimum supervision.</p> <p>Experience of ICT equipment build and repair techniques.</p> <p>Experience of working in a team and able to work</p>	<p>Experience in a similar role, demonstrating the ability to work calm under pressure.</p> <p>Understanding of ICT in an educational context.</p>	Application / Interview

	<p>flexibly to support the department.</p> <p>Experience of working under strict confidentiality guidelines and in line with GDPR and Data Protection Regulations.</p>		
Personal competencies and qualities	<p>An appreciation of the Catholic Benedictine ethos and values of the School.</p> <p>Desire to learn and a genuine interest in IT.</p> <p>Ability to communicate in a professional manner with other staff and pupils.</p> <p>A mature, positive and proactive approach.</p> <p>Able to understand the need for discretion, sensitivity and confidentiality.</p> <p>Calmness under pressure</p> <p>Resilience, positive attitude and energy.</p> <p>Meticulous and methodical approach.</p> <p>Dedicated to ensuring the safeguarding of children and young people.</p>	Willingness to learn new skills and acquire new areas of knowledge.	Application / Interview

Received by (print name): _____

Signature: _____

Date: _____