
Hitchin Boys' School

Job Description



Position: IT Technician

Reporting to: IT Services Manager

Grade: H5/H6

Working hours: 37 hours per week

Working weeks: Term time (38 weeks) + 7 days per year

Responsibilities specific to the role:

1. Upkeep of staff and student laptop and desk machines

Including:

- Repair and replacement of damaged keyboards, screens, batteries etc
- The commissioning of new laptop and desktop machines
- The decommissioning and safe disposal of redundant equipment
- Software installations and upgrades

2. Support of students and staff

Including:

- Assistance in the use of software
- Resolving password and login issues
- Support the school email system
- Chromebook loans for pupils
- Cashless catering
- Assisting staff with classroom projector problems when the AV technician is unavailable.

3. Printer maintenance

Including:

- Replacing toner cartridges and clearing paper jams
- Dismantling and repairing faulty printers
- Installing replacement printers when repairs are unfeasible.

4. Maintenance of school network

Including:

- Monitoring the “health” of networked devices and responding appropriately
- Wireless surveys and the planned installation of Wireless Access Points
- Support the CCTV system, Phone system, Security systems connectivity to the school network

5. Server administration and development

Including:

- Building servers as part of the server replacement programme
- Developing the server build to take advantage of emergent technology
- Managing back-up routines
- Monitoring the “health” of the servers and responding appropriately

6. Other

Including:

- Assist with software upgrades on behalf of 3rd party contractors such as SITSS, WisePay
- Explore and test the potential benefits of new technology for use within the school
- Any other tasks as requested by the Network Manager.

The post holder will undertake any other duties commensurate with the grade of the post, in consultation with line manager.

This job description is subject to review and may be changed following consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder’s professional responsibilities and duties.

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

All staff will be subject to an enhanced check with the Disclosure & Barring Service.

Print name	Print name
(Member of staff)	(Line Manager)
Signed	Signed
(Member of staff)	(Line manager)
Date	Date
(Member of staff)	(Line Manager)