



## QUEENS' SCHOOL

*Dare to be Great*

### IT Technician Job Description

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| <b>Post title:</b>            | IT Technician  |
| <b>Responsible to:</b>        | ICT Network Manager  |
| <b>Purpose:</b>               | To support staff, students and the running of the IT Network                                   |
| <b>Main responsibilities:</b> | To provide end user support and assist the IT support team to provide an uninterrupted service |
| <b>Grade:</b>                 | H4   |
| <b>Hours of work:</b>         | 35 hrs per week, 8am – 4.00pm, full-time.<br>60 minute lunch break                             |

#### Main Duties

- Provide first and second line ICT support to Queens' School
- Respond quickly in an appropriate manner to all requests for assistance or support
- Be available by phone, email etc during working hours
- Be first response to technical issues, log, prioritise and escalate where necessary
- Ensure that a record of requests is maintained in order that all work is completed.
- Support, troubleshoot, and maintain hardware, infrastructure, software, and operating systems
- Proactively check and ensure hardware is operational
- Setup equipment (e.g. PC's, laptops, printers, projectors, visualisers, and others)
- Assist with day to day running of school technology, including tasks such as but not limited to changing ink cartridges, data backups, cabling, software installation, hardware installation, asset register, upgrades, changing passwords and basic network administration.
- Ensure working locations are kept clean and tidy, including disposal of boxes etc.
- Assist with staff training and onboarding when required
- Undertake cleaning and maintenance of ICT equipment

- Report any IT security or health and safety concerns to the ICT Network Manager and Assistant Network Manager.
- Undertake available training opportunities and demonstrate a commitment to continuous development
- Ensure correct protocol is followed at all times, and contribute to the improvement of existing procedures.
- Demonstrate a flexible approach to work and prioritise tasks to support the needs of the school
- Completing tasks as may reasonably be required by the ICT Network Manager
- Working occasional evenings or weekends (typically once or twice per year) to facilitate out-of-hours maintenance and event requirements. Time off in lieu will be provided.

### Other

- The post holder will also work as part of the school support team and is occasionally expected to provide initial cover throughout the whole non-teaching area as necessary e.g. in the case of staff sickness
- Act as a Fire Marshal
- First Aider

### Training & development of self and others

- As a professional set personal targets and take responsibility for own continuous professional development.

This job description reflects the major tasks to be carried out by the jobholder and identifies the level of responsibility at which the jobholder will be required to work

This job description may be subject to review and/or amendment at any time to reflect the requirements of the job. Any amendments will be made in consultation with any existing jobholder, and will be commensurate with the grade for the job. The jobholder is expected to comply with any reasonable management requests

***In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post at the appropriate grade.***

| Signed | Date |
|--------|------|
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