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**Job Description**

**Job Title:** Junior IT Technician

**Reports to:** IT Manager

**Responsible for:** No posts

**Working Time:** 8:30 to 16:30, Monday-Friday each week, on-site

**Purpose of Job:**

To assist in the maintenance of the School’s IT network and systems whilst also providing on-site and remote first line (and sometimes second line) support to staff, students and other members of the School community.

**Main Duties and responsibilities:**

* Providing first (and sometimes second) line support for the hardware, software and systems used by the School, including but not limited to:
  + Physical and Virtual Servers, Desktops, Laptops, Chromebooks and iPads
  + Windows, iOS and Mac Operating Systems
  + Network cabling infrastructure
  + IP phones
  + Audio Visual equipment
* Monitoring the IT helpdesk system, responding to queries and tickets, phone calls and emails, managing assigned tasks and incidents through to a successful conclusion, collaborating with more experienced staff to help resolve more complex issues or referring to School partners where necessary
* Assisting with project work undertaken by the IT Team
* Carrying out regular checks on printers, display screens, smartboards and projectors to ensure full operation and availability
* Ensuring the IT asset register, IT documentation and knowledgebase are all up to date
* Managing the stock levels of consumables
* Working with colleagues to identify improvements to processes
* Undertaking administration, including preparation of statistics and reports
* Providing support for key events in the school calendar including occasional evenings and weekends

**General responsibilities**

* Ensures the safety and well-being of children and young people at the School by adhering to and complying with the School’s Safeguarding (including Child Protection) Policy and Procedures at all times.
* Physically able to move equipment between locations across the campus
* Flexible approach to hours during set periods of the year (e.g. evening/ holiday events, during the period leading up to and during International MUN Conference, Royal Russell Day and Open Days)
* Displays correct staff identification at all times whilst on site.
* Attends training and staff INSET sessions organised by the School to provide a consistent approach across the entire School staff population.
* Adheres at all times to Health & Safety legislation, and all departmental policies and procedures, to ensure the safety of you and colleagues as well as pupils, staff and visitors.
* Carries out any other reasonable duties as requested by the Headmaster.

This job description contains an outline of the typical functions of the job and is not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The job-holder’s actual responsibilities, tasks, and duties might differ from those outlined in the job description, and other duties commensurate with this level of responsibility may be either permanently or temporarily assigned as part of the job.

**Person Specification**

The person specification focuses on the range of criteria required to undertake the role effectively. Candidates will be assessed from their Application Form and personal statement (A), interview (I) and by an exercise (E), Task (T) or Lesson Observation (L) as appropriate.

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| **Criteria** | **Essential** | **Desirable** | **Measured by/evidence** |
| **Education and Qualifications** | * GCSE in Maths and English at Level 4 or above, or equivalent * Good knowledge of, and a keen interest in, IT * A commitment to continuing professional development |  | A  A/I  A/I |
| **Knowledge and skills** | * Microsoft operating systems (desktop and server), including installation and configuration * Apple iOS/ Mac OS * Microsoft Office and 365 management and administration, including Active Directory Teams, OneDrive and Sharepoint * VMWare * TCP/ IP networking including network troubleshooting * Cloud technologies * Audio visual technologies |  | A/I/T  I/T  I/T  I/T  I/T  I/T  I |
| **Experience** | * At least 2 years’ experience working in IT |  | A/I |
| **Personal competencies and qualities** | * Accountable, driven, self-starter who is happy to pitch in whatever the task * Can-do attitude alongside first class customer skills and a problem solving mindset * Strong customer service skills, with the ability to communicate effectively in person, over the phone and in writing * Personable, presentable, friendly and approachable * Able to work in a team environment collaboratively to build effective working relationships * Ability to work flexibly, and at times under pressure, meeting deadlines |  | A/I  A/I  I  I  I  I/T |
| **Other requirements** | * Commitment to promote and safeguard the welfare of children, young persons and vulnerable adults * Physically able to move equipment between locations across the campus * Flexible approach to hours during set periods of the year (e.g. evening/ holiday workshops, during the period leading up to and during International MUN Conference, Royal Russell Day and Open Day) * Empathy with the ethos and aims of Royal Russell School |  | I  I/T  I  I |

I acknowledge receipt of this job description dated April 2021 and agree to undertake the duties and responsibilities contained within it. I understand and accept that the contents of this job description may be varied at a later date to include other responsibilities of an equivalent level in line with my qualifications, skills and experience.

Signed: ………………………………………………….. Dated: ………………………