



JOB DESCRIPTION

IT SUPPORT TECHNICIAN

Scale 5 Point 9 to 12

37 hpw 52.14 wpy

- Responsible to:** Head Teacher
Trust Network Manager
School Network Manager
- Responsible for:** Assisting with the development and use of Information Technology throughout the school
- Liaison with:** Staff, students, parents/carers and external bodies
- Job Purpose:** To provide IT support to all users. To install, maintain and support the schools IT systems.
- Duties:**
- To provide IT support to all users
 - To work as part of the IT Support Team
 - Monitor, respond and update support calls via the IT Helpdesk system
 - To main the school's IT systems and peripherals
 - Installation, upgrading and maintenance of relevant hardware and software
 - To maintain a fully comprehensive and up to date asses register of all IT hardware within the school
 - To carry out proactive checks within the school's IT systems
 - To order new equipment and resources
 - To ensure data back-ups are maintained and stored appropriately
 - Contribute to policy development, e.g. use of internet policy, data protection policies, IT strategic plan etc
 - Keeping up to date with new technology and advising others as appropriate
 - Giving advice, guidance and training to users where necessary
 - To attend relevant training and National IT Exhibitions
 - Advising users of appropriate usage
 - Ensuring adequate stocks of peripheral IT equipment
 - To maintain the School's website
 - Maintain the School's broadband internet service and filtering
 - To maintain the School's IP phone system
 - To perform the role of administrator on appropriate software platforms where necessary





General:

- To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager
- To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace
- Ensure that all duties and services provided are in accordance with the School’s Equal Opportunities Policy
- The Trust Board is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment
- The duties above are neither exclusive nor exhaustive and the post holder may be required by the Head Teacher, Network Manager, or Trust Network Manager to carry out appropriate duties within the context of the job, skills and grade#

NOTES

The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment.

This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post.

The duties may be varied to meet the changing demands of the school at the reasonable discretion of the Head Teacher.

This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.

Agreed by: (Postholder)

..... (Postholder – Print Name)

And: (Head Teacher)

Date:

Updated January 2025