HEADTEACHER:
Maureen Cobbett

Tel: 020 8807 4037
Fax: 020 8887 8111

Haselbury Road
Edmonton
London N9 9TN
office@latymer.co.uk
www.latymer.co.uk

THE LATYMER SCHOOL
Founded 1624

JOB DESCRIPTION & PERSON SPECIFICATION

Key Responsibilities

Technical Support & Troubleshooting
- Provide first-line support for hardware and software issues, including computers, printers, mobile devices, and networking equipment.
- Diagnose and resolve issues related to operating systems, software applications, hardware, and peripheral devices.
- Assist users in troubleshooting system errors, network connectivity issues, and other IT-related problems.
- Manage and resolve user tickets and service requests in a timely and professional manner through our Vision IT system.

Installation & Maintenance
- Install, configure, and upgrade hardware and software systems as required by the school.
- Perform regular maintenance and updates to ensure systems are secure and up to date.
- Maintain an inventory of IT equipment and ensure proper functioning of all devices and systems.

Network Support
- Assist with maintaining and troubleshooting network infrastructure, including routers, switches, and wireless access points.
- Provide support for network-related issues such as connectivity, performance, and security concerns.

User Support & Training
- Provide technical guidance and training to staff and end-users on the use of IT systems and software applications.
- Assist in the onboarding process of new users, ensuring their systems are set up and configured properly.

System Backup & Security
- Assist in regular backups of critical data to ensure data integrity and security.
- Monitor system security, assist with antivirus software updates, and report any potential security threats or breaches.

Documentation & Reporting
- Maintain accurate documentation of support activities, including technical issues, resolutions, and user instructions.
- Report recurring issues to management and recommend improvements for system performance and reliability.

Collaboration & Support
- Collaborate with other IT staff to ensure effective functioning of the entire ICT infrastructure.
- Assist in larger IT projects, such as system migrations, network upgrades, and software implementations.

HEADTEACHER:
Maureen Cobbett

Tel: 020 8807 4037
Fax: 020 8887 8111

Haselbury Road
Edmonton
London N9 9TN
office@latymer.co.uk
www.latymer.co.uk

THE LATYMER SCHOOL
Founded 1624

Key to assessment methods: (A) application form, (I) interview, (R) references, (C) recruitment checks

	Essential	Desirable
Knowledge & Qualifications Assessed by: (A) (I) (R) (C)	• Educated to A Level or equivalent	• A degree or diploma in Information Technology, Computer Science, or a related field is preferred.
Experience Assessed by: (A) (I) (R) (C)	• Proven experience in IT support or a similar role. • Experience with Windows, macOS and Linux operating systems is beneficial. • Familiarity with networking concepts and troubleshooting. • Experience with common office software (e.g., Microsoft Office Suite, G Suite, etc.)	• Previous experience of work in a school, sixth form of college. • Experience of using IT applications. • Experience of using SIMS or similar. • Experience as an IT Technician in a school.
Commitment to Safeguarding Children Assessed by: (A) (I) (R) (C)	• Has up-to-date knowledge of relevant legislation and guidance in relation to working with, and the protection of, children and young people. • Displays commitment to the protection and safeguarding of children and young people. • Values and respects the views and needs of children and young people.	
Skills & Competencies Assessed by: (A) (I) (R) (C)	• Strong knowledge of hardware and software troubleshooting. • Experience with computer networking, hardware components, and peripheral devices. • Understanding of cloud-based tools and services. • Knowledge of system and network security best practices. • Strong communication and interpersonal skills. Excellent problem-solving abilities and attention to detail. • Ability to prioritise tasks and work under pressure. • Ability to work independently as well as part of a team.	• Willingness to learn and develop professionally.