

THE CHERWELL SCHOOL

Opportunity, Responsibility, Excellence

1st Line IT Technician

Job Description

Responsible to: ICT Network Manager

Salary Scale: Grade 8

Working Time: 37 hours per week; all year round
Based on the school site in Summertown, Oxford
Annual Leave; 28 days per annum (plus bank holidays)

Job Purpose:

The successful candidate will join a technical team led by the Network Manager in a busy school environment. The role's main duties are to support staff and students in the use of IT services and equipment. Previous experience in an IT role would be an advantage, but not essential. Onsite training will be provided by the IT team to successful candidates as required.

Key Responsibilities

- Day to day support of Cherwell services and devices to ensure the availability of IT throughout the school.
- Provide first line support for requests and issues, performing diagnosis procedures on hardware, peripherals and applications, liaising with 3rd parties as required
- Assist the Senior Technician and Network Manager with business-as-usual projects

General Tasks

- Assist in managing the IT helpdesk system correctly and respond to requests
- Administer the school's Google Workspace and Office 365 environments
- Enrol and administer Chromebooks
- Diagnose and resolve issues with Chromebooks, PCs and AV equipment
- Update and maintain the school's IT asset register
- Create and maintain documentation of IT systems
- Give appropriate level of advice on compatibility of hardware and software
- Build and test software packages and updates for deployment over the network
- Update material on school websites and intranet
- Provide support to users in the use of the school's Management Information System
- Train staff on use of IT equipment
- Ensure IT changes are managed in a structured way and documented

Server & Network Support

- Manage Group Policies
- Administration of virtual servers
- Papercut administration
- Diagnose local network faults
- Administer backups
- Updating network documentation

Whole School Duties

- Contribute to the overall ethos/work/aims of the school/River Learning Trust
- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings as required
- Participate in Training and other learning activities and performance development as required
- Carry out other duties as required from time to time by the Head of Faculty (English)
- Follow the Trust's Health and Safety rules and procedures (eg. GDPR) and adhere to

safeguarding principles

- To seek to develop the values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs within the school community.
- To contribute fully to the school's safeguarding policy and procedures and attend regular safeguarding training

Mental Health and Wellbeing

- To carry out safeguarding duties and promote children's wellbeing in accordance with school guidelines
- To work with the Senior Leadership Team (SLT) in setting a culture within the school that supports the mental health and wellbeing of all members of the community as described in the school's Mental Health and Wellbeing Policy
- Develop effective professional relationships with colleagues, knowing how and when to draw on advice and specialist support

Notes:

- While every effort had been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified
- Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description

The Cherwell School and the River Learning Trust are committed to safeguarding and promoting the welfare of all children and preventing extremism; all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. The successful candidate will be required to undergo an Enhanced Disclosure from the Disclosure and Barring Service (DBS) and obtain any other statutorily required clearance. Employment will also be conditional on the receipt of at least two acceptable references (1 from current/latest employer) and evidence of the formal qualifications required for the role.

May 2024