

Position: **IT Technician - Level 1**
Full time, 52 weeks 36 hours per week, Permanent
Salary: APT&C Band C SCP 3 - 4 (£22,737 to £23,114)
Apply by: 22nd March 2024 at 12pm
Location: All Saints Catholic High School
Roughwood Drive
Kirkby L33 8XF
School website: <http://www.allsaintschs.org.uk>
Roll: 1137



Job Overview

We are seeking to appoint an outstanding individual with IT technical expertise, to assist with providing support for the school's extensive IT infrastructure.

The school's IT Support Department provides cutting-edge IT services which are continually enhanced both to meet and to exceed the requirements and expectations of students, staff and parents. The work of the IT Support Department is critical to the day-to-day operation of the school, not just in relation to the teaching and learning of pupils, but also to all the other roles which enable the school to function, from finance, to exams, to MIS systems.

The department is currently staffed year-round by 2 dedicated IT professionals who ensure operational continuity Monday to Friday, between the hours of 8.00am and 4.00pm. The successful candidate will seamlessly integrate into the team to deliver a high level of technical support in a professional and positive manner and contribute to the progressive evolution of our IT services.

This position provides an exciting opportunity to work on the school's ongoing initiatives such as the Digital Curriculum and our continuing transition towards cloud-based solutions.

The individual appointed will therefore play a pivotal role in the continued support and maintenance of the school's existing IT environment, as well assist in the development of evolving solutions. As the IT environment is integral to many aspects of the school's day-to-day functioning, the postholder will collaborate with, and provide support to, a wide range of staff, students, parents and guests. IT is an ever-developing field and the responsibilities of this role reflect its dynamic nature.

Job Description

Position title: IT Technician

Responsible to: IT Manager and Senior IT Technician

Liaising with: All staff and pupils, including the IT Manager, Senior IT Technician, and external companies.

The position is full time - 52 weeks, 36 hours per week.

Special conditions of service: The post holder will be required to have a flexible approach to their work to meet the needs of the school. This may include occasional events evenings and Saturday work (agreed overtime).

Leave Entitlement: Leave is to be taken at a time agreed in advance with the IT Manager.

This job description gives an indication of the range of responsibilities. It is not intended to be definitive. It will be developed further over time in consultation with the postholder, through Professional Development sessions.

As an IT Technician at All Saints Catholic High School, your primary responsibility will be to ensure the smooth and efficient operation of our schools IT infrastructure. You will play a pivotal role in providing technical support, maintaining hardware and software systems, and assisting staff and students with their IT-related needs. Your expertise will be essential in minimising downtime, maximising productivity, and contributing to the overall success of our technology-driven initiatives.

Purpose, duties and responsibilities of the position:

Purpose

1. Helpdesk: providing high quality, fast response support to users, including staff, pupils and guests of the school.
2. IT Infrastructure: Assist in the maintenance and development of the school network, while reporting on all aspects of the IT Infrastructure.
3. Audio-visual: the setup, installation, maintenance of, and user support for, the school's audio-visual, media and presentation facilities.

Duties and responsibilities

Helpdesk

1. Assist in delivering effective and efficient first and second line support for staff, pupils and guests. This includes hardware and software installation, trouble-shooting and system configuration, and ensuring compliance with both school operational requirements, relevant IT and health and safety regulations.
2. Assist with hardware and software deployments, including, but not limited to, MacBooks, iMacs, Chromebooks, iPhones, iPads, touch screens, printers, media and AV equipment.
3. Primary contact for all touch screen and printer queries and support.

4. Monitor and respond to all logged user helpdesk tickets, work and resolve independently and escalate more complex requests, where appropriate.
5. Assist technical team members in the delivery of administrative and technical tasks.
6. Assist in liaising with all school departments in order to review and continually improve the service that the IT Support Department offers.

IT Infrastructure

1. Under the direction of the IT Manager, support the installation, maintenance, availability and security of the school's network, hardware and software.
2. Assist with the management, maintenance, cleaning and deployment of all IT hardware.
3. Maintain the asset and user information registers.
4. Assist with network cabling as required.
5. Assist with G-Suite administration.
6. Other infrastructure roles and tasks, as required by the IT Manager.

Audio-Visual and Media

1. Demonstrate to users the correct operation of IT and media equipment including cameras, touch screens, and multicasting technologies.
2. Undertake initial maintenance of all IT and media equipment, including equipment cleaning and identify and recommend further action when appropriate.
3. Provide general assistance for event organisers and presenters.

General

1. Undertake any other duties, consistent with the purpose of the job, as may from time to time be assigned by the IT Manager.