

## **IT Support Technician**

### **Job Description**

#### **Role Reporting to: Network Manager**

#### **Purpose of role:**

To provide First Line Technical Support for all users in school and a first-rate IT Support Service for Parents.

#### **Main Duties and Responsibilities**

- Provide technical support for school users (and external guests) of the Windows based clients and attendant classroom Audio Visual equipment.
- Provide technical support for iOS and MacOS based devices used by both staff and students.
- Maintain, Update and Configure Classroom iPad sets for the Junior School.
- Maintenance and resupply of school owned printing equipment.
- Monitor Print Queues and resolve printing faults.
- Provide managed wireless support and troubleshooting.
- Respond to all Helpdesk Tickets in a prompt and professional manner and make an accurate record of work undertaken.
- Provide induction and device onboarding to new staff and students.
- To provide advice, support and training to other staff as appropriate in relation to the use of IT systems and facilities.
- Resolve basic level network faults and issues.
- Maintain and update the Avaya Telephone System.
- Provide IT Support assistance to all Parents via email, telephone or in person.
- Monitor Microsoft Endpoint Manager to ensure the Anti-Virus system is kept up to date and free from risk.

- Monitor and Manage the Mobile Device Management application.
- Attend Open Evenings/Days to provide information to Parents/Potential Students.
- Assist the Data Team in ensuring the prompt issuance of credentials/information for access to the school systems.
- Provide limited AV support to a small selection of Performing Arts events as agreed with the IT Development Manager and Bursar (no more than four per year agreed in advance).
- To assist the Network Manager in cabling projects and providing basic network cabling installations.
- To keep abreast of modern developments and products that are related to the main job purpose.
- Troubleshoot and assist users with Office 365 issues and training.
- Any other such tasks that may be reasonably requested.

## Person Specification

The successful candidate will ideally have the following attributes:

Person Specification: IT Support Technician		
	<b>Essential</b>  These are qualities without which the applicant could not be appointed	<b>Desirable</b>  These are extra qualities which can be used to choose between applicants who meet all of the essential criteria
Minimum of 1 year experience in an IT role/ or studying towards	✓	
Working knowledge of Windows, iOS and MacOS	✓	
Basic hardware maintenance and repair	✓	
Experience working in a service orientated environment	✓	
Basic knowledge of some Windows server technologies		✓
Basic understanding of networking and confident at configuring a network device		✓
Basic understanding of wireless technology and configuration		✓
Basic understanding of Office 365 as both a user and administrator		✓
Experience with Active Directory and Azure Active Directory		✓
Experience/Knowledge of Virtualisation Technologies (VMWare)		✓