

Manor School - Job Description

Job title: IT Technician

Reporting to: Head of Communications, Infrastructure, and Data

Salary: Scale 3 £17,681 plus London Weighting £1888 Pro Rata.
Pro rata actual starting salary £18,239.

1. Purpose of the job

- To assist staff in ensuring that the school maintains high quality IT learning facilities and resources

2. Main duties and responsibilities

- update and maintain:
 - the curriculum and admin servers
 - the onsite backup content, schedules, and devices
 - the offsite/remote backup content and schedules
 - all PCs, iPads, network devices (photocopiers, storage, etc.), and Apple TVs
 - PC software and iPad Apps, including cloud-based services
 - the Manor School Computing Wiki (troubleshooting, tips, and guides for staff)
- deal with daily issues/faults (as per the school's online fault reporting system), setting priorities and timelines as appropriate
- effectively communicate with staff re; issues/faults and their resolution
- setup IT equipment & resources for assemblies, meetings, and training
- keep a log of completed and ongoing issues
- keep a log of commonly occurring issues, faults, and queries
- undertake project work as required
- take part in IT Team meetings to discuss and plan the development of IT across the school
- take part in regular on-the-job training sessions to further increase skills and knowledge of school IT systems and good practice

3. Generic Responsibilities

- work proactively to support and share IT best practice, advice and knowledge

- ensure all duties are carried out in a manner which promotes Manor School's equality and diversity policies
- promote a health and safety culture, observe all health and safety policies and procedures and attend training courses as required
- ensure that essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons
- ensure all information is maintained in accordance with the Data Protection Act
- undertake any other duties as required

4. Performance Measures

- execution of proactive, effective and efficient IT support
- execution of reactive, effective and efficient IT support
- effective communication with all staff, ensuring they are aware of the status of faults/issues, inc. timeline for resolution
- effective completion and use of logging systems, eg: commonly occurring issues

This job description serves to illustrate the type and scope of the duties currently required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or the level of responsibility entailed.