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**Job Description**

**Post Title:** IT Technician

**Salary:** Band 7, Points 11 – 17 (£27,269 - £30,060)

**Hours of Work:** 37 Hours per week, AYR

**Post Status:** Permanent

**Disclosure level:** Enhanced

**Responsible to:** Network Manager

**Main Purpose of the Post:**

● To play a key role in the maintenance and support of ICT facilities in the areas of administration and curriculum

● To play a key role in the installation, maintenance and updating of all ICT networks and systems and to ensure that users of these systems are supported in their understanding of the systems’ capabilities and appropriate usage. \*

● To play a key role in updating and maintaining the ICT equipment inventory. \*

**Main Activities and Responsibilities:**

● Prioritise workload effectively

● Monitor helpdesk and identify appropriate responses

● Maintain an up-to-date inventory of ICT equipment and its location.

● Assist in the management and administration of ICT systems, peripherals and associated equipment (adhering to all relevant Health and Safety regulations)

● Assist the Network Manager in making decisions relating to the technical aspects of the computer networks, maintenance, repair and replacement of equipment

● Make recommendations on new developments and their compatibility to existing systems

● Responsible with the Network Manager for the safety of the networks, hardware, software and the safe keeping of information including backups

● Maintaining the confidentiality of information held in the systems

● To help to manage the physical maintenance of ICT systems adhering to all relevant Health and Safety regulations

● To play a key role in providing safe and efficient ICT facilities

● To deploy and upgrade software packages as required

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● To oversee day to day network administrative tasks

● To help ensure the working order of administrative systems hardware

● To help maintain the security of data

● To help manage the school’s email systems

● To assist in the implementation of network security

● To support staff and ensure that they are able to use systems for teaching and curriculum material development

● To play a role in monitoring the use of ICT equipment to maintain a virus-free environment and to help ensure that no unsuitable material is accessed or distributed

● Undertake other duties as appropriate to the post, as required by the Principal that may be reasonably required from time to time

● Deploy software and configuration changes to managed machines

● Deploying and assisting in the deployment of machines using imaging tools already in place

● Reviewing the antivirus management platform

● Deploying Windows Updates

● Administering the school’s Office 365 tenant and related systems

● Maintaining Active Directory

● Assist with configuration changes on the telephone system

● Assist with the support of the catering system and escalate to support company as required

● Maintain the print queues including through the Papercut print management system

● It may be necessary to work hours outside the normal contractual hours to support the school’s commitment to extend opportunities to a wide range of learners. This may include evenings or weekends, after negotiation with the Network Manager. In such cases, overtime or time in lieu will be agreed

**Person Specification**

**Essential:**

* Interest in IT and Technology
* Good communication skills
* Helpful and able to use initiative

**Desirable:**

* IT Qualification or Experience

Relevant experience in a similar role