



The Bishop's Stortford High School

Job title: IT Technician

Salary: H5 from 20,416 p.a.

Hours: 37 hours/week, Full Time

Responsible to: Network Manager

Job Purpose: To assist the Network Manager in supporting 1,200 pupils and staff with computing facilities

MAIN DUTIES:

- Ensure users problems are resolved in an efficient and timely manner
- Prioritise jobs and monitor progress on the Helpdesk
- Liaise with external suppliers
- Assist in the technical support of the school's MIS (Capita SIMS)
- New hardware and software installation
- Provide support to other members of the team when required
- To ensure that the computer suites, workstations and peripherals are maintained and well organised, taking into account health and safety requirements
- To assist all staff and students with matters regarding IT in order to ensure effective teaching, learning and administrative support
- To manage toner stock for all printers and Lamps for Projectors
- To cable to new areas of the school that require network services
- To make sure that all ICT equipment is regularly PAT tested
- Help to ensure that the Telephone system is working
- Work with the exams department to help meet the requirements of the exams boards for students who use ICT during their exams

These duties may be varied to meet the changing demands of the School at the reasonable discretion of the Line Management & the Head.

EQUALITIES

Demonstrate commitment to treating all people fairly.

QUALIFICATIONS/EXPERIENCE/ATTRIBUTES

The successful applicant will have some experience of working within a busy ICT Support team and be looking to expand their technical knowledge through further experience and formal training.

- Excellent Literacy and numeracy skills
- An understanding of relevant IT hardware and software systems
- Excellent communications skills
- The ability to consult effectively to achieve best outcomes and overcome communication barriers with children and adults
- An ability to establish effective relationships with those working in and with the school. An ability to establish rapport and build respectful, trusting, open and honest relationships
- The confidence and ability to work independently and also work effectively as part of a team.
- The ability to resolve complex problems independently and be creative with information.
- Willingness to learn/undertake training
- Proactive and able to work without supervision

HEALTH AND SAFETY

Be aware of and comply with policies and procedures relating to child protection; health and safety; confidentiality; and data protection and report all concerns to an appropriate person.