ICT Technician – Full Time

Salary: £24,000 – £27,000 dependent on experience

Full time hours: Monday – Friday, 8:00am to 5:00pm

Benefits: 25 days holiday per annum, free parking and lunch

Start date: From October 2021

St Margaret's School is looking to recruit a self-motivated ICT technician to work as part of a small IT team. You will undertake a broad range of tasks, including but not limited to providing 1st and 2nd line support to staff and students, maintaining the IT infrastructure, hardware and software inventory, and user management in variety of systems. The role also involves assisting with strategic longer-term IT projects.

To apply for this vacancy, please visit our website: https://www.stmargarets-school.org.uk/work-with-us

Closing date for applications: Thursday 30 September at 12pm

Suitable candidates may be interviewed before the closing date and St Margaret's School reserves the right to withdraw the position if an early appointment is made.

Please note: If you have not been contacted within one week after the closing date please assume that your application has been unsuccessful on this occasion. We are unable to provide feedback on individual applications. Applications received after the closing time stated will not be considered.

St Margaret's School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service. St Margaret's School is an equal opportunities employer.

ICT Technician – Job Description

Reporting to: **IT Manager**

Job Purpose:

To provide support to the IT Manager as directed and at a level commensurate with other more specific duties as listed below.

Main areas of Responsibilities:

- To provide L1 and L2 support to all staff and pupils, and act as the first point of contact for any technical issues, and to report any unresolved issues to the IT manager.
- Be responsible for the installation and maintenance of computer hardware and software.
- Maintain a hardware and software inventory.
- Ensure the anti-virus software is installed and kept up to date and working on all workstations, and laptops, and report any unresolved issues to the IT manager.
- Liaise with exam officer to sure ICT requirement for any access arrangement are met.
- Training students with exam access arrangement.
- Provide day-to-day maintenance of the school's computer systems, and classroom IT resources.
- Set up AV for assemblies, meetings, events, and staff training as required.
- User maintenance and management in following system;
    - Active Directory users and computers (New starters, leavers)
    - MyConcern
    - File servers
    - G-Suite
    - Active Learn
    - Dynamic Learning
    - Collins Connect
    - Kerboodle
    - PIPS
    - Net2 (Door entry)
- Contribute to the development of the School intranet site.
- Carry out minor repairs/arrange for repair of equipment as and when needed.
- Maintain a log sheet of toner supplies and usage level for a small group of printers and to liaise with the service provider to ensure an adequate sock level at all time.
- Maintain a booking system for any ICT equipment & rooms.
- Any other ICT related duties as indicated by the IT manager.

In addition, the postholder may be required to undertake other duties reasonably commensurate with the general level and duties of the post.

This job description is not definitive and may be altered from time to time in accordance with the needs of the School.

ST MARGARET'S

SCHOOL

ICT Technician - Person Specification

The person appointed will have the following qualifications, experience and attributes;

Qualifications:	Essential	Desirable	Method assessed
A University degree	√		**Q**
Microsoft Certified Professional (MCP) or other equivalent professional qualification		√	**Q**
Work & related experience			
Minimum 3 years' experience in a similar role	√		**R**
Experience working in an educational setting or other relevant environment	√		**R**
Excellent analytical skills including the advanced use of Excel and other MS office applications	√		**T**
Understanding of and commitment to equal opportunities ensuring compliance with all relevant legislation	√		**I**
Strong Literacy and Numeracy Skills	√		**I**
Evidence of effective and accurate organisational skills	√		**A, I**
Experience in training others	√		**A**
Good understanding of confidentiality, data protection, and GDPR	√		**A, I**
Skills and abilities:			
Good understanding of networking, TCP/IP and OSI model, VLANs.	√		**I, T**
Very good understanding and practical knowledge of Active Directory, Group Policies, DHCP, and DNS.	√		**I, T**
Good understanding of, WSUS, MDT, SCCM.	√		**I, T**
Experience working with Apple macOS and mobile device management.	√		**I, T**
Open-minded and receptive to new ideas	√		**I**
Ability to work well under pressure	√		**I**
Problem solving skills to address complex issues	√		**T**
Work effectively as part of a team	√		**P**
A commitment to further training and a willingness to participate in the relevant CPD	√		**P**
Excellent communication skills	√		**I**
An energetic and enthusiastic approach	√		**I**
A commitment to the wider life of the School	√		**P**
A commitment to own ongoing personal and professional development	√		**P**

A: Application   **I**: Interview   **P**: Probation Period   **R**: References   **Q**: Qualifications
T: Test (Practical and written)