



Partnership Learning

JOB DESCRIPTION

Role: ICT Support Technician

Salary: PL Main Scale Points 14-18 (£29,762 - £31,610)

Working Hours: 35 hours per week, 52 weeks per annum

Base Site: Partnership Learning School

Reporting to: Senior Technicians and Service Delivery Managers

Main duties and responsibilities

- Assist in network support by interacting with users about the ICT problems
- Provision new users onto the system
- Maintain Office 365 user database
- Maintain schools projectors and other relevant AV equipment
- Allocate and install software
- Work proactively resolving technical issues
- Troubleshoot technical issues faced on a daily bases
- Commission network stations
- Collect/deliver equipment to and from rooms as requested
- Assist in security marking to minimize the possibility of theft or damage to equipment.
- Assist in the running and operation of the Partnership Learning helpdesk
- Equipment and room booking and logging
- Liaising with relevant groups and contacts both internally and externally e.g. External Support Providers.
- Maintain printers and consumables
- Inform managers of any problems encountered or reported on a daily basis
- Follow and if necessary advise other people on good health and safety practices
- Assist in preparation, distribution and updating of user documentation
- Install network workstations and peripherals as required
- Assist in the running of repair and maintenance area
- Assist in the safe movement/disposal of ICT equipment

- Clean, service and repair ICT equipment as required
- Attend school, Partnership Learning and external training and other meetings as required
- Assist in staff INSET as required
- Enter new ICT equipment onto inventory
- Perform role related tasks identified by the School/Manager
- Travel to other Partnership Learning schools as required
- Prepare supplies orders when required

Person Specification

Qualifications

- GCSE grade 4 or above (or equivalent) in Maths and English (essential).
- Level 3 (or equivalent) qualification in ICT (essential).

Knowledge and Understanding

- At least 2 years' experience of ICT network support (essential)
- Experience of supporting educational establishments (desirable)
- Knowledge of windows server platform and active directory (essential)
- Knowledge of network infrastructure (essential)
- Knowledge of PC components and operating systems (essential)
- ICT trouble-shooting skills (essential)
- Excellent written and verbal communication skills (essential)
- Basic knowledge of Office 365 (desirable)
- Basic knowledge of Voip (desirable)

Personal Qualities

- Positive, enthusiastic and hardworking attitude (essential).
- Good self-management and time management skills (essential).
- Willingness to learn and develop ICT skills in an educational environment (essential).
- Ability to work well as part of a team (essential).
- Good interpersonal and communication skills (essential).
- Flexible approach to changing demands and priorities (essential).
- High levels of integrity and professionalism (essential).
- Commitment to self-development and keeping up to date with ICT technologies (essential)
- Commitment to safeguarding of pupils (essential).
- Full UK Driving License (desirable)