



# St. John Fisher Catholic Primary School



Blessed Holy Family  
Catholic Academy Trust

*Growing and Learning Together with Christ*

## JOB DESCRIPTION IT TECHNICIAN

<b>Contract:</b>	<b>Monday to Friday. Term time (39 weeks)</b>
<b>Hours:</b>	<b>08:00 - 13:00 (25.00 hours a week)</b>
<b>Salary:</b>	<b>G4.13: £17,359 (actual) - G5.20: £19,565 (actual)</b>
<b>Responsible to:</b>	<b>Senior Leadership Team/Designated Safeguarding Lead</b>

### CORE PURPOSE

To provide high-quality, reliable and secure IT support across the primary school, ensuring that technology is effectively maintained, safely managed, and used to enhance teaching, learning and operational efficiency. The IT Technician will support pupils, staff and governors by maintaining systems, resolving technical issues promptly, and promoting safe and appropriate use of technology in line with statutory safeguarding and data protection requirements.

### KEY RESPONSIBILITIES

#### Technical Support and Service Delivery

- Provide first-line IT support to staff and pupils, responding to helpdesk requests in a professional, timely and customer-focused manner.
- To provide technical support to the teachers and contribute to the implementation of the school curriculum.
- Diagnose, troubleshoot and resolve hardware, software and network issues, escalating more complex problems to external providers.
- Set up, configure and maintain PCs, laptops, tablets, iPads, printers and other peripherals.
- Support the rollout, maintenance and repair of 1:1 pupil and staff devices.
- Maintain accurate records of IT assets, incidents, repairs and resolutions.
- Ensure all tasks and incidents are logged and tracked through the school's IT helpdesk system and resolved within agreed service levels.

#### Systems, Network and Account Management

- Assist with the administration of user accounts, including password resets, access permissions and account creation/removal.
- Support Active Directory, Microsoft Entra ID, Intune and related systems where applicable.
- Assist in monitoring network performance, including wireless access points and internet connectivity.
- Maintain printers and consumables, logging faults and arranging repairs as necessary.
- Support audio-visual equipment used in classrooms and shared spaces.

#### Software, Cloud and Digital Platforms

- Maintain and update the school website and other digital platforms as necessary.
- Install, update and support operating systems and applications.
- Support cloud-based and browser-based learning platforms used by the school.
- Assist with the management of iPad and device management systems (e.g. Apple School Manager).
- Support the school website and other digital platforms where required.

### **Safeguarding, Online Safety and Compliance**

- Demonstrate a clear understanding of Keeping Children Safe in Education (KCSIE) and apply this knowledge in day-to-day practice.
- Hold, or be willing to obtain, Level 3 Safeguarding Training.
- Maintain awareness of filtering and monitoring requirements, ensuring concerns are reported in line with school policy.
- Promote online safety and appropriate use of technology among pupils and staff.
- Work closely with the Designated Safeguarding Lead (DSL) to report safeguarding or online safety concerns promptly.
- Ensure IT systems support safeguarding, data protection and GDPR requirements.
- Ensure all ICT equipment is stored safely and securely.

### **Training, Guidance and Collaboration**

- Provide clear advice and guidance to staff and pupils on the effective and safe use of IT systems.
- Support staff training sessions where required.
- Build positive working relationships with pupils, staff, parents and external providers.
- Work collaboratively with teaching staff to support the use of technology in learning.
- Keep up to date with developments in IT and education technology.
- To plan and deliver enrichment/intervention activities in consultation with senior leaders and based on the needs and priorities of the school.
- Work alongside teachers and support staff to identify strategies for the effective use of computing to engage pupils with particular needs.

### **General and Professional Responsibilities**

- Work as part of a team and adopt flexible working practices.
- Maintain a clean, safe and organised working environment.
- Attend relevant meetings, training and professional development opportunities.
- Uphold the school's values, ethos and policies at all times.
- Undertake any other reasonable duties as requested by the Headteacher or Line Manager.

### **Other**

- Demonstrate professional regard for the Catholic ethos, policies, and practices of St John Fisher School and maintain high standards in personal attendance and punctuality.
- Undertake any other reasonable duties as requested by the Headteacher.