

## The Calder Learning Trust



*"Everybody, Everyday"*

**This School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. An enhanced DBS check is required for all successful applicants**

### Job Profile

**Post Title:** IT Technician  
**Department:** IT Support  
**Grade:** Scale 3 (Point 5-6)  
**Hours:** 37 – Term Time plus 5 days

#### Prime Objectives of the Post:

- To provide a high standard of technical support and IT service delivery and be the first point of contact for all IT issues for students and staff.
- To support the monitoring, evaluation and continuous review of the quality and effectiveness of IT operations within the School.
- To maintain a high level of documentation and record keeping to track the assets of the School.

**Responsible to:** Network Manager

#### Main Duties and Responsibilities

- In line with the Schools policy, develop and maintain all of the Schools IT systems to ensure maximum availability, access and efficiency
- Work with the Network Manager to ensure the network is operational and resolve failure problems
- Carrying out routine and ad-hoc device management tasks including regular proactive checks of hardware, monitoring of software installations for 100% compliance and ensuring all peripherals are in working order
- To support desktop OS and application suites (Office, Adobe etc.)
- Respond to incidents and requests for support logged by staff in an appropriate manner
- Assist with the installation of any IT equipment including workstations, printers, telephones and software in accordance with licenses

- Resolving hardware faults, including the repair of IT systems, down to modular level and occasionally component level
- Support and instruct both students and staff in the use of the network, internet and software
- Monitor and administer the Schools systems, including Printing and Copying and telephony, in accordance with guidelines and provide reports to the Network Manager as required.
- Monitor the anti-virus status of devices and remediate any issues
- Contribute to the IT knowledge base providing solutions for the IT Team
- Maintain school assets including mobile devices, ensuring all records are up to date and have all the information required keeping track of all devices.
- Maintaining the IRIS system and booking appointments for the recording of lessons

### **Other Duties**

- Attend meetings as required
- Keep up-to-date with current educational developments and legislation affecting IT operations within your area of responsibility
- Contribute to school development through identified communication and consultation channels
- To respect the confidential nature of information relating to the school, students and stakeholders
- Be aware of and support difference and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the School
- To comply with the school's Health and Safety policy and statutory requirements
- To have an awareness of GDPR and that information is stored in an appropriately secure area
- Any other reasonable duties as defined by the Network Manager.