



IT SUPPORT TECHNICIAN – full-time

Job Description and Department Information

Overall Purpose

The aim of the role is to provide technical support, guidance and training to all members of the school community. Reporting to the IT Network Manager, who will oversee your day-to-day work, you will be part of a small dynamic IT team who contribute towards the development of digital technologies across the whole organisation.

Reports to: IT Network Manager

Department: IT

Main duties and responsibilities

Internal IT Management and Administration

- Provide day-to-day Level 1 technical support across the School and ensuring that Server backups and processes function as required;
- Installing and testing new hardware and software including the provision and deployment of workstations across the School;
- Creating and updating user and email accounts;
- Assist the Network Manager with the maintenance, administration, development and expansion of all areas of the School network;
- Support and assist colleagues in the IT department at significant school functions/events including developing resources and providing IT support for Open Days; this will require some evening and weekend work;
- Support the Exams office in the provision and setup of examination laptops;
- To assist the teaching faculty in developing and managing digital learning resources;
- Assist with managing the School's 'IRIS' equipment in connection with lesson observations and staff CPD through digital media;
- Manage and provide support / training for staff in the use of Audio Visual equipment, including but not limited to, the Hall and Common room projection systems, the Music and Art department's Apple computer systems and the school's bank of iPads for classroom use;
- Support the digital requirements of School assemblies and PSHE sessions, facilitating digital presentations as required liaising with the School's drama technician if necessary;
- Provide support for the School's administrative systems contributing to the efficient and smooth-running of the School's administration;
- Monitoring progress and troubleshooting IT queries / problems as necessary;
- Printer / Photocopier management and support including maintenance of the Schools ink and toner supplies;
- Assist with asset management and tracking location and disposal of the school's IT / AV equipment;
- Provide cover for colleagues in their absence.

The above describes the general nature and level of work being performed by the individual hired into this job. This is not intended to be an exhaustive list of all responsibilities and duties required. Prior's Field School reserves the right to change any or all content of this job description based on School's needs. The incumbent, if applicable, will be notified of any changes before they become effective.

Post-holder Attributes

Personal Characteristics

- A professional manner with good communication skills and able to engage with people at all levels
- A good eye for detail, highly organized, and able to work under pressure
- The ability and motivation to learn new technologies and skills as the need arises
- Calm, patient and customer service focused attitude
- Enthusiasm to move the school forward with digital technologies
- Plenty of initiative and desire to take responsibility for your area of work
- Flexibility and a "can do" attitude

Essential Criteria

- Support and Maintenance experience in a mixed Microsoft / Apple environment
- Knowledge of Active Directory, User Management and Group Policies
- Specific support experience of MS Server 2008/12/16, Office and 365 products
- Comprehension of Wired / Wireless Networking and Virtualised Infrastructure

Desirable Criteria

- Basic knowledge of Powershell / VBA / Apple scripting
- Experience in an IT helpdesk / education environment an advantage

Conditions of employment

- This is a full time position of 37.5 hours per week. The exact arrangement of these hours may be flexible, according to the requirements of the department, and should be agreed in advance with the Network Manager;
- The exigencies of the job mean the IT Support Technician will be required to work some evenings or early mornings and occasional weekends. This will be taken as time in lieu or paid as overtime in agreement with the Network Manager;
- This position attracts six weeks paid holiday per annum pro rata;
- Lunch is available free of charge when school is in session; time taken for the lunch break is unpaid. Tea and coffee is also available in the staff study, free of charge, throughout the day;
- There is a contributory stakeholder pension scheme, which the successful candidate will be eligible to join;
- Employees are eligible for reduced fees if their children attend the School;
- The position is subject to enhanced DBS certification and satisfactory references being obtained.

December 2018

Prior's Field Priorsfield Road Godalming Surrey GU7 2RH

t: 01483 810551 w: www.priorsfieldschool.com

We are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff to share this commitment. This post will be subject to an enhanced DBS check.

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