



2nd Line ICT Technician (full time)

Hours of Work:

Full-Time 40 hours per week / 52 weeks per annum, working 9.00am to 5.00pm, Monday to Friday

Reports to: ICT Manager

Reporting to ICT Manager, the 2nd Line ICT Technician will provide first and second line support to pupils and staff, including general maintenance. The range of tasks will reflect the skills, knowledge and experience of the technician but are likely to include some or all of the following:

Job description

Key responsibilities:

- ▶ Specific activities vary during the school year.
- ▶ Provide first and second line support to pupils and staff when they have problems with setting up and using ICT equipment
- ▶ Provide support and maintenance of PCs, Macs, Printers, Mobile Device, VoIP Handsets, photocopiers and AV equipment, meeting service delivery standards
- ▶ Engage with 3rd Party Support Services for maintenance and other co-managed support contracts when on site
- ▶ Support Networking, Server Infrastructure and Cloud based Software Solutions
- ▶ Assisting the Network Manager in upgrading existing systems including cabling, installation and configuration of PCs, projectors, interactive whiteboards, scanners, printers and other ICT equipment
- ▶ Support and deploy Microsoft CoPilot, MECM, Cloud, and MDM Solutions
- ▶ Provide support for a broad range of Audio Visual Equipment, Mics, Projectors, Screens and Video Conferencing Solutions
- ▶ Provide support for a broad range of software, including Microsoft CoPilot, Windows, Educational and Administrative Software's
- ▶ Provide Ticketing system, SLA Objectives and Helpdesk Support managing allocated ticket workloads
- ▶ Play a collaborative role within the IT team.
- ▶ Such additional duties that are required from time to time to meet the needs of the school

Person Specification

- ▶ 3 years or more experience in a user-facing ICT role, preferably in the Education sector using the wide range of software used in a school.
- ▶ Comptia and Microsoft Certifications highly desirable
- ▶ Sound understanding and experience of PC hardware, installation, configuration, and troubleshooting
- ▶ High level of understanding and experience of Windows operating Systems



- ▶ Ability to organise and juggle priorities whilst remaining calm under pressure
- ▶ Good interpersonal skills, confident and assertive, coupled with tact and diplomacy in order to support large numbers of non-technical users
- ▶ Sound knowledge of networking technologies, wireless and structured
- ▶ Windows Server administrative knowledge desirable
- ▶ Experience of Mac and iOS platforms desirable
- ▶ The school will support a willing candidate with ongoing training.

ICT Technician - Main terms of employment

- ▶ This is a year-round position
- ▶ Paid holiday entitlement is 26 days per school year (plus 8 bank holidays). Leave must be arranged through the ICT Manager, taking into account the needs of the school and some flexibility is required.
- ▶ Normal working hours are 40 hours per week. The exact hours of work will be agreed, between the hours of 9.00am and 5.00pm. Some flexibility will be necessary in order to carry out the job effectively (e.g., school events). Authorised overtime may be paid at the basic hourly rate
- ▶ The appointment is pensionable on a contributory basis. The school currently offers membership of a Defined Contribution salary scheme. It has no intention to change but must reserve the right to review pension arrangements from time to time.
- ▶ Whilst not a contractual commitment, it is the school's custom to provide all staff with free lunch during the school term.

We value the diversity of our staff and students, and everyone at The King Alfred School is equally valued and respected. We aim to be an inclusive employer that reflects the communities we serve. We are committed to providing a fair, equitable and mutually supportive learning and working environment.

All members of the King Alfred School community are committed to safeguarding and promoting the welfare of children.

Rehabilitation of Offenders Act 1974

All posts involving direct contact with children are exempt from the Rehabilitation of Offenders Act 1974. However, amendments to the Exceptions Order 1975 (2013) provide that certain spent convictions and cautions are 'protected'. These are not subject to disclosure to employers and cannot be taken into account. Guidance and criteria on the filtering of these cautions and convictions can be found on the Disclosure and Barring Service website or at Unlock.