



NORTHAMPTON HIGH SCHOOL

JOB DESCRIPTION

JOB TITLE:	IT Technician
JOB PURPOSE:	To support the IT Operations Manager in delivering technical support to the staff and students of the school.
GRADE:	RG3
ACCOUNTABLE TO:	IT Operations Manager

KEY TASKS:

- Basic maintenance of IT consumables and hardware
- Assist with maintaining an inventory of IT equipment
- Assist with user facing support issues
- Assist in the development and support of any outward facing resources
- Assist with administrative tasks for the IT Operations department
- Assist with staff training when required (small groups or one to one support)
- Comply with Health and Safety practices and procedures.
- Comply with GDPR practices and procedures
- Participate in all relevant training

This job description and allocation of particular responsibilities may be amended, by agreement, from time to time.

You may be required to carry out other duties in addition to those listed above, appropriate to the grade, as directed by your Line Manager.

Person Specification

Requirement	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • A level Qualification or equivalent • GCSE passes (Grade C or above) in English and Mathematics, or equivalent 	<ul style="list-style-type: none"> • MCSE • Degree level qualification or equivalent • Apple Computers certification • ITIL foundation certificate
Experience	<ul style="list-style-type: none"> • A strong technical understanding of IT systems • Experience of diagnosing and resolving technical errors • Experience of providing advice and guidance to users in their use of IT equipment • Experience of working with a service desk tool 	<ul style="list-style-type: none"> • Experience of working in education • Proven experience of server and network infrastructure • Proven experience of delivering customer focused IT services
Skills and Abilities	<ul style="list-style-type: none"> • Strong educational focus • Attention to detail • Excellent communicator • Customer focused • Excellent oral and written communication skills • Excellent negotiating and influencing skills. • Analysis skills • Strong verbal reasoning ability • Understanding the latest trends in IT • Ability to develop new skills and aptitudes within IT related roles 	