LONGCROFT
—SCHOOL AND SIXTH FORM COLLEGE—

| | Address: | Burton Road, Beverley, East Yorkshire HU17 7EJ | Tel: Email: Web: | 01482 862171 school@longcroft.eriding.net www.longcroftschool.co.uk |

Post Title:	**Information Technology Technician**
Purpose:	To provide 1st, 2nd and 3rd Line I.T. support to teaching staff, support staff and students under the general direction of the Network Manager and to ensure the smooth running of the curriculum and administration networks. Always ensuring that the school I.T. hardware and software is maintained and available to all users.
Reporting to:	**Network Manager**
Responsibilities as a ICT Technician	• Undertake basic maintenance, repairs and housekeeping on all PC's, laptops, printers, MFD's (Multi-Function Devices), projectors within the School. • Assemble units of new computer hardware, install software and assist in installation of IT technologies. • Assist in the management of the School Network and Infrastructure ensuring that systems availability targets are met. • Liaise with External Support Agencies to resolve any hardware and software problems and issues. • Installation, configuration and maintenance of new/existing software. • Perform Server Administration including setting up and managing new and existing Users. • Assist in the management of the School monitoring systems to ensure that the whole system is running in a secure manner. These include Impero and the School Proxy Server. • Re-image all Laptops and PC's in ICT Suites, Classrooms and Offices in accordance with the agreed ICT procedures. • To be familiar with and trouble shoot hardware and software including Windows 10 and other Windows applications and operating systems including server 2012, 2016 and 2019. • Assist with basic housekeeping and maintenance on all projectors on site in accordance with agreed ICT procedures. • Assist with delivery and collection of the ICT Loan laptops around the School.

	• Assist with the management and issue of all School Digital Resources including mobile phones, digital cameras, camcorders, and projectors etc. • Provide ICT Support and training to Users within Classrooms, ICT Suites and Offices as required around the School. • Perform start and end of day power on/power off routines around the School including checking all mice, keyboards and monitors are functioning correctly. • Complete ICT Helpdesk Reporting System tickets with detailed explanation of actions undertaken. • Ensure that newly arrived equipment is identified, recorded, security tagged and dispersed within the School. • Maintain and update ICT Asset Register including serial numbers, make, model, location etc. • Provide ICT Support by working flexible hours for School out of hours events e.g. Governors Meeting, External Agency Site Bookings, Open Evenings, Parents Evenings etc. • To keep up to date with current developments in ICT, investigating new methodologies which could be used in school. • To carry out Network Management including backing up the system in the absence of the Network Manager. • Perform other such duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility. • Carry out MIS upgrades, patches and backups. • Take appropriate training where required. • Any other tasks commensurate with the role.
Other requirements	• The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. • The Health and Safety at Work etc. Act, 1974 and other associated legislation places responsibilities for Health and Safety on all employees. Therefore it is the responsibility of the postholder to take reasonable care for Health and Safety and Welfare of him/herself and other employees in accordance with legislation. • The above duties may involve having access to information of a confidential nature which may be covered by the Data Protection Act, and by Part 1 of Schedule 12A to the Local Government Act, 1972. Confidentiality must be maintained at all times. • East Riding of Yorkshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment.

The post holder must at all times be aware that the school is a student-orientated environment and all work must be completed to the necessary health and safety and safeguarding standards.

PERSON SPECIFICATION
I.T. Technician

	Ess	Des	MOA
KNOWLEDGE/QUALIFICATIONS/EXPERIENCE			
In depth knowledge of personal computers and software	✓		A/I
Knowledge of Microsoft networks	✓		A/I
An understanding of the issues relating to GDPR and the Data Protection Act		✓	A/I
An understanding of Health and Safety issues.		✓	A/I
Prior experience of working in a school environment and a working knowledge of school based systems		✓	A/I
Experience of maintaining modern computers/printers	✓		A/C
Experience of supporting a modern computer network system	✓		A
Experience of quality assurance techniques		✓	A/C
Previous unsupervised work record	✓		A/C
A qualification in an ICT/computer related discipline	✓		A/C
SKILLS			
Excellent inter-personal, listening and communication skills	✓		A/I/R
Ability to liaise effectively with other colleagues	✓		A/I/R
Caring, tolerant and responsible	✓		A/I/R
Committed to equal opportunities	✓		A/I/R
Effective team member	✓		A/I/R
Able to establish and work to targets	✓		A/I/R
Punctuality, reliability and integrity	✓		A/I/R
Ability to work on own initiative	✓		A/I/R
Ability to maintain comprehensive and accurate records		✓	A/I/R
Tact and diplomacy	✓		A/I/R
Experience of prioritising own caseload		✓	A/I/R
Sense of humour	✓		A/I/R

N.B. We will require an enhanced DBS check for the successful candidate.

Key:
A = Application
C = Certificate
I = Interview
R = Reference