



Holme Grange School

Job Description & Personal Specification Information Technology (IT) Technician

Job Description - IT Technician

Main Purpose of the Post

- To learn and to provide front-line IT and technical support for the benefit of the school's day-to-day operations
- To support the IT Team in providing prompt responses to incoming support requests
- To learn the technical requirements of IT within a school environment
- To be customer facing to staff and students

Duties and Development

The role will cover the following key areas:

Technical Duties

- Prioritising and responding to incoming support requests via a ticketing system
- Learning to build hardware, components and peripherals for classrooms, theatre halls, studios and school events
- Performing updates and upgrades
- Performing maintenance and servicing to the fleet of printers
- Providing technical assistance as part of the IT team for school events

Administration Duties

- Assisting with the operation of the IT department
- Assisting with the scheduled maintenance, inventory and consumable up-keep around the school
- To build on the record-keeping for hardware loans and software licenses
- Understanding best practices and procedures an IT department should follow for safe and efficient operation
- Issuing any advice on best practices and procedures for the IT department



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Training and Development

As part of this role, you will benefit from:

- Gaining exposure to a ticketing system for prioritising support requests
- Being customer facing by responding in a timely fashion
- Understanding staff and student needs
- The ability to work remotely

HGS has a number of projects planned for implementation were the training and development of the IT team as a whole would greatly benefit the school by being ahead of the curve

- MS 365 development
- Azure Active Directory migration
- Teams, SharePoint, OneNote and other 365 product integrations
- “One to One Device” project
- Continued improvement and development of the Audio-Visual setup

Personal Specification - IT Technician

The skills and attributes that follow are essential to the role of an IT Technician.

Knowledge, Experience and Training

- Be supportive of the aims and ethos of Holme Grange School
- A Team Player
- Excellent interpersonal, communication and organisational skills
- Proactive, sound judgement combined with the highest standards of personal integrity, energy, enthusiasm and a sense of humour
- Ability to work dynamically and flexibly to show initiative and imagination, prioritise, plan workload and work on own initiative
- Eager to learn
- High levels of discretion and confidentiality
- Personable to all audiences across the school – from the Nursery to the Senior School
- The ability to manage and prioritise a diverse workload, to meet deadlines, and to work calmly under pressure Impressive personal presence and presentation
- Ability to absorb and understand a wide range of information
- Apply a personable and cheerful manner with the ability to communicate clearly, concisely, both verbally and in writing to colleagues and children.

Previous experience



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Desirable:

- IT experience
 - Windows Devices troubleshooting
 - Apple Devices troubleshooting
 - Whiteboards/projectors
 - Fleet Managed Printers
- Ticketing experience
- Office environment experience

Safeguarding and Child Protection

An **enhanced DBS** Disclosure is required. The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Child Protection Policy Statement at all times. If in the course of carrying out the duties of the post, the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the school, s/he must report any concerns to the School's Child Protection Officer. All Holme Grange staff must have an enhanced DBS disclosure.

All staff are expected to read and abide by the requirements of the staff handbook (copies are available to all new staff and a permanent copy is kept in the staff room and on the school network).

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition. This job description is current at the date shown, but following consultation with you, may be changed by the SMT to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Additional Information

Role	Part time – 3 days a week (52 weeks)
Hybrid Working	Negotiable (2 days on site, 1 day remote)
Salary	Competitive – dependant on experience
Lunch	Provided during term time