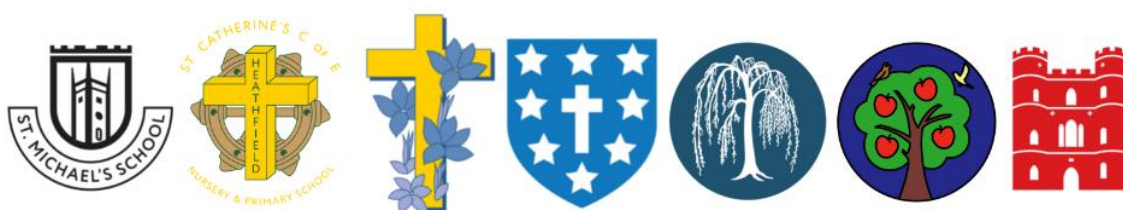


UNITED SCHOOLS FEDERATION



St Michaels C. of E. Nursery & Primary | St Catherine's C. of E. VA Primary | Marldon C. of E. VA Primary | Brixton St Mary's C. of E. VA Primary | Ipplepen Primary | Stokeinteignhead Primary | Doddiscombsleigh Primary School

Job Description - School Technician

Position Title	School Technician		
Location	United Schools Federation		
Reporting to	IT Manager/Heads of School/Executive Head		
Position Number(s)	949		
Grade	D		
Directorate/Section/School	Education		
Effective date of JD	25/09/23	JE Job Number	949

Job Purpose including main duties and responsibilities:

To undertake a technical support role within the United Schools Federation.

To play a vital role in the United Schools Federation's technical support team, collaborating with the IT Manager and providing essential IT support services across the seven schools within the federation. The position requires travelling and working between all the federation schools.

Key Responsibilities:

- **Technical Support:** Provide technical assistance and support to staff and students on various IT-related issues, including hardware, software, and networking problems.
- **Hardware Maintenance:** Perform routine maintenance and upgrades on computer systems, peripherals, and other IT equipment.
- **Software Management:** Assist with the installation, configuration, and maintenance of software applications, ensuring they are up-to-date and functional.
- **Network Support:** Assist in maintaining network infrastructure, including troubleshooting network connectivity issues and ensuring secure and reliable internet access.
- **User Training:** Offer training and guidance to staff and students on using IT resources and software effectively.
- **Inventory Management:** Keep track of IT equipment, maintain the inventory, and assist with procurement of new hardware and software as needed.
- **Security Measures:** Assist in implementing and enforcing IT security measures, including data backup, virus protection, and access control.
- **Documentation:** Maintain accurate records of IT issues, resolutions, and equipment inventory. Create documentation and guides for common IT procedures.
- **Collaboration:** Collaborate with other IT team members, school staff, and external vendors to ensure smooth IT operations.

Skills required:

- To carry out duties in a friendly, thoughtful and professional manner.
- To be flexible.
- To be committed to working as part of a wider team.
- Proficiency in troubleshooting hardware and software issues.
- Familiarity with Windows and Mac operating systems.
- Basic knowledge of network protocols and configurations.
- Ability to use initiative and work independently.
- Ability to discuss technology with people of all skill levels.

Personal and professional qualities:

- A good standard of practical knowledge and experience in a related area.
- Undertaken some vocational training.
- An enthusiasm and willingness to learn.
- Good interpersonal skills.

Qualifications required:

- 5 GCSEs including English and Maths

Signatures:

Job Description agreed by:

..... (Employee)(Date)

.....(Executive Head - USF).....(Date)