

Job Description

Job Title	IT Support Technician
Reporting To	IT Manager
Location	Ingfield Manor School

Job Overview

To work, under the direction of the IT Manager, to provide IT support to staff and students.
To support students with their IT in lessons.
To be part of the team ensuring good use of resources.

Hours: 20 hours per week (flexible)
40 weeks (term time 39 weeks + 1 week during holidays)
(The school is expanding rapidly so the available hours may increase)

Job Responsibilities:

- To provide IT support to staff and students
- Installing and configuring new and existing PCs, laptops and other ICT devices
- Troubleshooting and fixing issues with IT related hardware
- Installing, supporting and configuring specialist communication software such as Mind Express and Clicker 8.
- Installing new printers and configuring the central Print Server to make them available to the appropriate groups of users
- Troubleshooting and fixing printing issues
- Setting up and supporting audio visual displays for presentations using projectors and IWBs
- Troubleshooting and fixing issues with Audio Visual equipment

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Job Responsibilities cont.

- Troubleshooting and implementing improvements to ensure the smooth running of the computer networks. Including routers, switches, cabling and wireless access points
- Maintaining a supply of consumables for printers etc
- Liaising with third party suppliers and central IT support
- Undertaking training associated with role

This job description should not be seen as all encompassing, and the post holder will be expected to undertake any other responsibilities appropriate to the post as identified by the company.

The post holder will further Salutem's vision and comply with the policies and procedures of Salutem and the school. This job description will be kept under review to ensure that it remains up to date. The post holder will be consulted about any proposed changes.

Salutem are committed to safeguarding and promoting the welfare of all children and young people. All offers of employment are subject to rigorous pre-employment checks, including enhanced DBS, in line with our stringent safer recruitment policy.

Successful candidates for all posts will undergo a minimum of 6 months' probation period.

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IT Support Technician

Our Values

-We are **Supportive** by promoting opportunities for everyone so they can reach their full potential

-We are very **Ambitious** to provide the best possible outcomes for the people who use our services

-We are **Loyal** because we put the people that we support and our staff at the centre of everything we do, and we deliver on our promises. We also are committed to ensuring that our services are meeting the needs of all stakeholders

-We are **Unique** because we are ambitious and innovative about the diversity of the services that we provide without compromising quality

-We are **Transparent** by being open, honest and fostering a culture of mutual respect. We promote a culture where we learn by our experiences, and we are committed to doing things better and setting the highest standards in what we do

-We are **Engaging** because we work in partnership with the people that we support, our staff and all our stakeholders

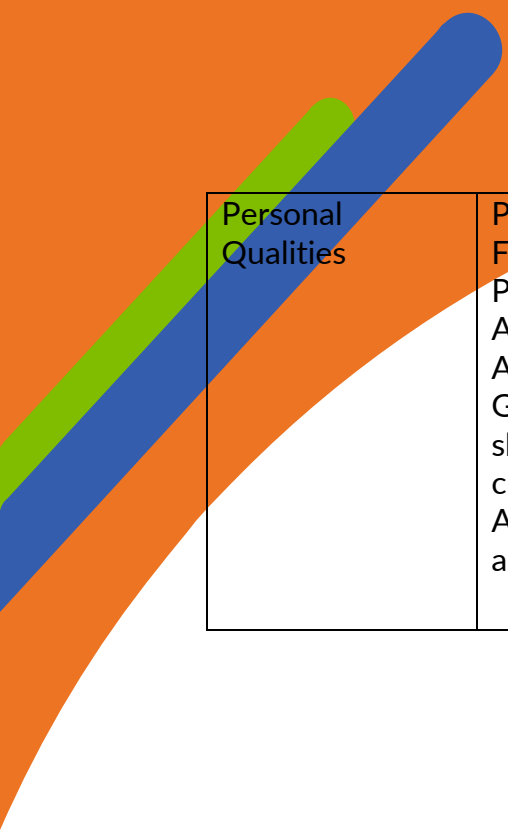
-We encourage everyone to experience a **Meaningful** life by being aspirational and by offering opportunities

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Knowledge, skills and competency

	Essential	Desirable	Evidence
Qualifications	IT related GCSE/A' level	Microsoft accredited qualification	Application Form Interview Certificates
Knowledge	Understanding of IT related hardware and software Windows 10 and 11 Office 2016/365		Application Form Interview
Skills	As per knowledge		Application Form Interview
Experience		Previous experience of IT Support Working in an educational environment Working with children	Application Interview References



Personal Qualities	Practical Flexibility Problem solving Attention to detail Ability to prioritise Good interpersonal skills with adults and children Ability to work on own and within a team.		Interview
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