



## **Job Description - ICT Support Technician**

<b>Aim:</b>	Provide all aspects of support to the school ensuring the smooth running of the IT network and telecommunications facilities
<b>Accountability:</b>	The ICT Support Technician is accountable to the Head of ICT Services.
<b>Hours of Work:</b>	During term time: 40 hours per week including every second Saturday morning. During Wycombe Abbey School holidays: 35 hours per week.
<b>Salary:</b>	Dependent on experience, with a review upon successful completion of probationary period.

### **Areas of Responsibility:**

- Maintain, upgrade and repair a wide range of PCs and peripherals and install complete applications.
- Detect, diagnose and resolve PC, peripheral and application errors.
- Work closely with the ICT Team ensuring that any problems with the network are promptly communicated.
- Set up, maintain and configure devices, including networked PCs, laptops and other computers.
- Diagnose hardware problems, effect repairs and upgrades and also conduct preventative maintenance.
- Maintain records of existing systems and record maintenance, faults, procedures and contacts.
- Update records of installed hardware and software; maintain a software library and store original copies of installed applications.
- Follow School back-up, virus protection and security procedures.
- Audit machines and software.
- Oversee the dismantling of old devices for re-use/re-cycling.
- Support/train staff and students where relevant.
- Support projects involving IT.
- Keep up to date with developments in the industry.

### **General**

- Carry out any other reasonable tasks as required by the Head of ICT services.

### **Person specification:**

#### **Specialist Knowledge and Experience**

- Good knowledge of Microsoft operating systems, particularly Windows 7/10.
- Good knowledge of computer hardware.
- Basic networking knowledge.
- Knowledge of Active Directory, Group Policy, DNS, DHCP & Helpdesk Incident logging package would be advantageous.

#### **Communication**

- Able to communicate effectively, both verbally and in writing, adapting style to suit the audience.
- Able to maintain confidentiality.

#### **Customer Focus**

- Able to build rapport easily, putting the customer first and to work hard to meet their needs.

#### **Organisation**

- Able to prioritise, work methodically and to remain calm under pressure.
- Able to meet deadlines.

#### **Attention to Detail**

- Able to work accurately with an eye for detail.

#### **Flexibility**

- Able to adapt to changing demands and conditions with the clear understanding that the boarding school environment is a round the clock operation requiring a flexible working approach.
- Willing to adapt and acquire new skills.

#### **Using Initiative**

- Able to work unsupervised and to take responsibility for own actions.
- To be a “starter/finisher” and to be proactive in seeking solutions to enable conclusion of tasks.
- Able to work alone or as a team member.

#### **Special Conditions**

- Appointment is subject to an enhanced Disclosure & Barring check (formerly Criminal Records check).

#### **Child Protection Statement:**

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 Designated Lead for Safeguarding or to the Headmistress.

**The School Values of Mutual Respect, Encouragement and Trust (MET) should be followed to enhance working relationships and to benefit the whole School community.**