

Required for January 2022

Yavneh College is looking to recruit an enthusiastic, well-motivated, experienced and suitably qualified IT Technician to help maintain our network and support our staff and students with all aspects of IT. The ideal candidate will already have experience supporting users with their use of IT in education, have excellent trouble-shooting skills, knowledge of Windows 10, computer hardware and software as well as a keen interest in IT in general. For further information, please visit our vacancies page on our website.

Job Role

You will be an important part of the Network Support team who run and maintain the network for Yavneh College and Yavneh Primary School and provide support to its users.

Key responsibilities include:

- Respond to incident requests and tickets logged on the helpdesk system, troubleshooting and carrying out tasks as necessary.
- Printer maintenance (e.g. toner changing and toner stock auditing)
- Routine re-imaging/maintenance of workstations
- Install software packages as required
- Provide technical support and guidance to school staff and pupils in using software/hardware
- Setup of equipment for events/assemblies/exams
- Delivery of equipment as per requests from staff
- Assist pupils with setting up their BYOD devices
- Updating and maintaining the ICT asset register
- Help recognise common issues and develop basic training materials for staff and pupils
- Carry out routine checks of IT equipment such as ICT suites, laptop trolleys and classroom IT provision (interactive whiteboards/teacher PCs)
- Updating of content on the school's websites and digital signage screens
- Carry out basic user administration – e.g. password resets
- Report any equipment damage, faults or potential issues to the Senior Network Technician/Network Manager
- Assist the Senior Network Technician/Network Manager with projects
- Deploy new and replace equipment as required
- Provide on-site support for school open evenings and other important calendarised events in agreement with Network Manager.
- Work flexible hours to cover agreed Network Support hours during the day
- Any other reasonable task as requested by the Network Manager or his/her line managers.
- The above duties are neither exclusive nor exhaustive and duties and responsibilities of the post may change over time as requirements and circumstances change.
- Be responsible for own health and safety, as well as that of colleagues, pupils and the public.

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

Person Specification

Education/Training

Essential	Desirable
<ul style="list-style-type: none"> • At least 5 GCSE grades 9-5 or A*-C, including English and Maths 	<ul style="list-style-type: none"> • An Advanced level or professional IT qualification such as CompTIA A+

Experience/Knowledge

Essential	Desirable
<ul style="list-style-type: none"> • Experience in an IT support role • Excellent working knowledge of Windows 10 • PC maintenance, upgrades, fault finding and repair • Basic knowledge of Microsoft Office • Peripheral device fault finding, e.g. projectors, speakers etc. • Experience of working in a customer facing environment 	<ul style="list-style-type: none"> • Experience in an IT support role in education • Networking knowledge • Windows Server & Active Directory • Chromebooks and Apple devices • SCCM • Office 365 • SIMS.net • WordPress

Skills/Aptitudes

Essential	Desirable
<ul style="list-style-type: none"> • Excellent communication skills including ability to communicate clearly with others of similar and less technical experience • Ability to develop own personal skills as well as those of others without direct supervision • Ability to work on own or as part of a team and use initiative • Work calmly under pressure • Willingness to learn and a positive friendly attitude • Excellent problem-solving skills –with a methodical approach to diagnosing and resolving faults • Physically be able to move equipment around the school • A genuine interest in IT – keeping up with latest developments 	

Terms

- Full time post 52 weeks
- 37 Hours per week
- 23 days annual leave
- Salary £21,000 - £24,000
- Closing date for applications 29 November 2021