IPSWICH HIGH SCHOOL

Job Title: **IT Technician**

Location: **Ipswich High School**

Reports to: **IT Manager**

Salary range: £22,000 - £25,290 dependent on experience and qualifications

Purpose of the Job

- **Provide technical support for school IT systems**
- **Manage, monitor and maintain the school's IT systems**
- **Install new and upgraded IT systems**
- **Ensure the integrity of the schools IT system is maintained**

Accountable For
- Resolving support issues
- The reliable provision of school's IT systems
- Ensuring a resilient platform is available for school's IT systems

Key Responsibilities
- Provide technical advice in support of the resolution of IT incidents
- Document the setup and configuration of all school IT systems and ensure operating procedures are in place
- Develop proactive procedures to ensure the smooth running of IT systems
- Monitor and maintain IT systems and undertake action to ensure consistent delivery of IT services
- Manage IT problems to resolution
- Ensure IT changes are managed in a structured way
- Advise on system enhancements and make recommendations for improvements or replacements
- Liaise with 3rd party suppliers to ensure a resolution of IT incidents, as required
- Support the deployment of school systems as required
- Provide advice and guidance on the use of IT systems
- Ensure robust data backup systems are in place and undertake periodic testing of the systems
- Assist in the design, implementation, and management of a comprehensive Disaster Recovery Plan
- Assist in the selection, testing and acquisition of computer hardware, software and third-party application packages

- Ensure local school policies and procedures are followed to maintain fully operational, robust, and secure IT systems
- Work flexibly as required in support of the duties of the role

Decisions made in the course of the Job
- When to escalate service issues
- How to ensure a consistent and resilient IT service
- What solution to apply in resolution of incidents

Supervision Received
- Reports to the IT Manager

Key Relationships
- HFO and School Leadership Teams
- IT School Leaders
- 3rd party suppliers
- Teaching and administrative Staff

Other
The key responsibilities are not exhaustive and highlight several major tasks relevant to the post. The post holder may be required to undertake additional duties which might reasonably be expected and which form part of the function of the post. This post and its associated role will be subject to review on an annual basis, or:
- As a result of a change in Strategic management.
- As a result of significant changes in operational requirements.
- As a result of agreed staff development/career review needs/objectives.
- Within six months of appointment.

Person Specification

Requirement	Essential	Desirable
Education and Qualifications	• Suitable IT qualifications and/or previous experience in support and maintaining IT services. • Experience working with Windows 10/11	• Azure qualification • CompTIA qualification • ITIL foundation certificate • Degree level qualification or equivalent
Experience	• Experience of working in an IT support environment • Experience of diagnosing and resolving technical errors • Experience of providing advice and guidance to users in their use of IT equipment • Experience of devising system procedures and policies • Experience of implementing IT systems change • Experience of the use of a range of IT equipment such as projectors, smart boards and AV solutions.	• Experience of working in education • Experience with Cisco equipment • Experience using Microsoft Intune • Experience working with Microsoft's SCCM • Experience working with Azure services • Microsoft 365 administration • Proven experience of server and network infrastructure

Knowledge	• In depth knowledge of IT technologies • Microsoft operating systems • Active Directory • Windows servers • Good understanding of IT systems and their application in business	• Microsoft Intune • Microsoft Azure • Microsoft M365 • Microsoft SCCM • IT Infrastructure, eg. Switching, servers, VLANs, IP networking
Other	• Able to work on own initiative • Able to deal with pressurised situations in a calm and caring way • Ability to search for solutions in a logical way to often complex scenarios	• Full UK driving licence

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