Partnership Learning

JOB DESCRIPTION

Role: ICT Support Technician

Salary: £27,030 - £29,139

Working Hours: 35 hours per week, 52 weeks per annum

Base Site: PL School

Reporting to: Director of ICT and Service Delivery Manager

Main duties and responsibilities

Main activities

- Assist in network support by interacting with users about the ICT problems
- Provision new users onto the system
- Maintain Office 365 user database
- Maintain schools projectors and other relevant AV equipment
- Allocate and install software
- Work proactively when possible
- Troubleshoot technical issues faced on a daily bases
- Commission network stations
- Collect/deliver equipment to and from rooms as requested
- Assist in security marking to minimize the possibility of theft or damage to equipment.
- Assist in the running and operation of the Partnership Learning helpdesk
- Equipment and room booking and logging
- Liaising with relevant groups and contacts both internally and externally e.g. External Support Providers.
- Maintain printers and consumables
- Inform managers of any problems encountered or reported on a daily basis
- Follow and if necessary advise other people on good health and safety practices
- Assist in preparation, distribution and updating of user documentation
- Install network workstations and peripherals as required

- Assist in the running of repair and maintenance area
- Assist in the safe movement/disposal of ICT equipment
- Clean, service and repair ICT equipment as required
- Attend school, Partnership Learning and external training and other meetings as required
- Assist in staff INSET as required
- Enter new ICT equipment onto inventory
- Perform role related tasks identified by the School/Manager
- Travel to other Partnership Learning schools as required
- Prepare supplies orders when required

Personal qualities

- Hardworking
- Self-motivated
- Enthusiastic outlook
- Good self-management skills, including the ability to plan one's time effectively.
- Enjoy working in new and challenging situations.
- A high level of personal integrity and probity.
- Flexible approach to time management
- Good sense of humor
- To have a life-long approach to the post, keeping abreast of changing technologies and
- seeking out best practice.
- Ambitious and career driven, willing to grow with the role and develop within Partnership Learning support staff structure
- Ability to be flexible to changing demands (essential)
- Ability to work well as part of a team and initiative to work alone

Selection Criteria

- Experience of ICT support (essential)
- Knowledge of windows server platform and active directory (essential)
- Knowledge of network infrastructure (essential)
- Good knowledge of pc components and operating systems (essential)
- Good ICT trouble-shooting skills (essential)
- Excellent verbal communication skills (essential)
- Experience of supporting educational establishments (desirable)
- Basic knowledge of Office 365 (desirable)
- Basic knowledge of RM CC4 network (desirable)
- Basic knowledge of Voip (desirable)
- Full UK Driving License (desirable)

Partnership Learning is an equal opportunity employer and is committed to the safeguarding and protection of children and individuals. This post is subject to a DBS Enhanced Disclosure.