



IT Service Desk Technician Job Description

Position Title: IT Service Desk Technician
Responsible to: IT Manager
Salary: Scale Point 4
Hours: Part Time 7 Hours per day (term time only + 15 Days) 12 Month contract

Main Purpose of the Job

The IT Service Desk Technician is responsible for assisting the IT Manager in the efficient operation of IT systems across the School.

Principle Accountabilities

1 Maintaining Systems

1.1 Assist in the day to day running and maintenance of the IT systems.

Core systems include but are not limited to:

- Helpdesk duties including working on assigned support tickets in line with service desk SLA's
- Supporting users in a Microsoft Active Directory Server environment (Physical and Virtual)
- Maintain and keeping IT asset registers up to date
- Installing and provisioning desktop PCs and Printers

1.2 Assist in the management and security of networked systems including:

- Access and user permissions / policies
- Antivirus
- Web Filter and eSafety protocols
- Acceptable use system monitoring
- Assist with maintaining the physical health of all the two schools' systems, including servers, networking equipment, and cabling.

1.3 Assist in the maintenance and support of the day to day running of the Apple network

1.4 Maintain and keep system documentation for both Schools' up-to-date

1.5 Responsible for the maintenance and update of content onto the School website

2 IT Service Desk

2.1 Ensure the IT Service Desk is offering a quality support service to all end users through efficient and effective practices as directed by the Network Manager.

2.2 Work to agreed SLA's for the IT Service Desk.

2.3 Ensure the asset database is accurate & current.

2.4 Ensure the technical knowledge base repository is maintained and kept up to date.

2.5 Assist in the smooth running of the helpdesk by keeping calls up to date with accurate information.

- 2.7 Perform standard IT Support duties including, but not limited to, unpacking, installing, configuring, maintaining and repairing software, printers, projectors, AV & video editing equipment, peripherals, computers, and network components.
- 2.8 Assist in the day to day running and maintenance of the VOIP PBX Telephone system.
- 2.9 Assist in the day to day running and maintenance of the access control and CCTV systems.

3 Strategic IT Projects

- 3.1 Assist in the delivery of strategic IT Projects by working on assigned tasks as allocated by the IT Manager.
- 3.2 Keep up to date with the latest technologies and trends.
- 3.3 Research new technologies that can be used to provide tangible benefits for the delivery of teaching and learning.

4 Procurement

- 4.1 Assist in the IT equipment procurement process by organising quotations and updating purchasing / budget documentation.

5 Communication & Liaison

- 5.1 Foster regular communication with staff members and students in order to facilitate the smooth running of the support provision and to promote new ICT systems and projects.

6 Professional Development

- 6.1 Show a commitment to personal and professional development by meeting targets agreed with the IT Manager.
- 6.2 Ability and willingness to adapt or alter one's practice when & where benefits and improvements are identified.
- 6.3 Show consistent competence and reliability on a day-to-day basis, demonstrating a sound understanding of the issues faced and the technologies used throughout the school.

School Events

- 7.0 Provide technical & photography support during and before events as and when requested. Events involve but are not limited to: Student Assemblies, Open Evenings, Guest Presentations etc.

Unsocial Hours

There may be a requirement to work beyond normal hours should emergency work / upgrades on IT systems be needed. Additional duties may include support for IT at special events, such as Parent's Evenings, conferences, and school productions and undertake any other IT related duties as required.

Villiers

Specific Tasks Relevant to The Role

It is expected and reasonable that the attendance and punctuality of the IT Service Desk Technician should be exemplary. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. The job description is not necessarily a comprehensive definition of the post. It may from time to time, be subject to modification or amendment in consultation with the holder of the post and other relevant parties. Villiers High School is part of an IT collaboration with Elthorne park High School. As such the IT



Service Desk Technician could be asked cover other IT technicians at other local sites as and when required.