THE Leys

Role Profile

Role Title:	IT Support Technician
Location:	The Leys School
Responsible to:	IT Operations Manager

This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Main purpose of the role

The role

- To provide first line support for IT and audio-visual technology to The Leys community. To assist the IT Operations Manager in the deployment and maintenance of equipment and services.

Main duties and responsibilities

- Act as the first point of contact for incoming service requests.
- Assist in troubleshooting and resolving IT, printing and audio-visual issues for The Leys community, using the School's Servicedesk system and other tools.
- Help connect devices to the Leys' data network for staff and pupils.
- Provide support for the School's IT services and platforms, eg Microsoft 365 and Google Workspace.
- Assist in managing user accounts and profiles, including password resetting.
- Help install and update software and applications on client-access devices, following licence requirements and documented procedures.
- Monitor the security and health of the devices on the school network using dashboards and other tools.
- Assist in deploying and managing client operating systems on physical and virtual systems.
- Provide assistance with maintaining the School's network infrastructure, including wired and wireless network equipment.
- Diagnosing and solving IT problems; ensuring the prompt escalation of issues that cannot be resolved immediately to the appropriate team member.
- Maintain documentation in the Leys knowledgebase.
- Provide IT Support cover to the School during teaching on Saturday mornings during term time (about 3 shifts per term).

Safeguarding responsibilities

- To have read the School's Child Protection Policy and updates to this policy as required by the School.

- To adhere at all times to the School's Child Protection procedures and to undertake responsibility to safeguard pupils.

- To be aware of and adhere to at all times the School's Staff Behaviour and Code of Conduct and confidentiality.

- A duty to report and discuss any concerns about the safety of children and their wellbeing to the Designated Safeguarding Lead (DSL).

- A duty to report any low-level concerns about colleagues to the Designated Safeguarding Lead (DSL).

  To be informed and trained to an appropriate level and to complete mandatory safeguarding training as required by the School.

General Tasks

- To refer to and adhere to all Health and Safety procedures and policies as appropriate and other legislative requirements as required, carrying out duties by working in a safe and organised manner.

- To ensure that a safe / secure environment exists for pupils / staff and customers and meet requirements under the Health & Safety at work Act 1974 and C.O.S.H.H.

- To uphold the provisions of data protection legislation, the School's Data Protection Policy, and other related policies.

- Understand and be mindful of the School Acceptable Use Policy and Staff ICT & Social Media Guidelines.

- To adhere to and maintain School Policies and Procedures and work with regard to the ethics of the School.

- To observe / implement all relevant legislative requirements, maintain and update own knowledge as appropriate for the role.

- To work flexibly as necessary to meet the needs of the role and the School.

- To undertake any other reasonable associated request from the Director Pastoral Care, Headmaster/Bursar, or other senior member of SMT as appropriate.

- To refer to and adhere to all Health and Safety procedures and policies as appropriate and other legislative requirements as required, carrying out duties by working in a safe and organised manner.

Signature:

Date:

The list of tasks or duties and responsibilities described above is not exhaustive, and the School is entitled to instruct you, at any time, to carry out additional duties or responsibilities, which fall reasonably within the ambit of the job description, or in accordance with operational requirements.

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Person Specification	Essential	Desirable	Method of Assessment
Qualifications	• Relevant qualifications (eg Computing A-level or NVQ, Microsoft, CompTIA)	• Qualified to a degree level or with equivalent experience in a scientific or technical discipline.	• Production of the applicant's certificates • Discussion at interview • Independent verification of qualifications
Experience	• Knowledge of Windows, OSX & iOS clients • Knowledge of Microsoft 365 administration • Knowledge of cyber security product configuration for client devices • Good troubleshooting and fault-finding skills (networks, hardware, OS and applications) • Knowledge of IP wired and wireless networks	• Experience of IT support in an educational environment • Servicedesk experience • Creating and maintaining technical documentation • Microsoft Intune experience	• Contents of the application form • Interview • Professional references
Skills	• A genuine enthusiasm for IT, and a desire to develop and learn new skills • Team player ethic • Ability to self-start, prioritise and work to deadlines • Adaptability • Ability to use initiative in problem-solving	• An open-minded and flexible approach to work	• Contents of the application form • Interview • Professional references

Knowledge	• Excellent technical & interpersonal communication skills • Ability to communicate effectively with non-technical users • Good writing and verbal communication skills		• Contents of the application form • Interview • Professional references