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| University College SchoolFrognalHampstead LONDON NW3 6XHTel: 020 7433 2140Fax: 020 7433 2143 |  |



JOB DESCRIPTION

**1 JOB DETAILS**

Job Title: IT Technician

Contract: Full-time, permanent

Location: Senior School

Salary: £32,760.00 per annum

Hours: 35 hours per week

Times: 8am-4pm including 1 hour unpaid break (Monday – Friday)

**2 JOB PURPOSE**

UCS Foundation owns and controls an extensive IT estate spanning a number of sites. Use of IT hardware and software is fundamental to the academic and support operations within UCS Schools. Effective, reliable IT resources, and efficient and professional troubleshooting and user support is therefore critical to the smooth running of the organisation.

Reporting to the IT Support Manager, the IT Technician will provide break-fix and user support for IT hardware and software, system administration, and practical tasks in support of the IT operation, both under their own initiative within their assigned area, and as directed by the IT Support manager or, as necessary, by the IT Network Manager. The incumbent will work closely with the rest of the IT department in delivering high quality service to all Foundation staff, pupils and the wider school community.

**3 DIMENSIONS**

The IT Technician reports to the IT Support Manager and has no direct line management responsibility. The IT Technician will also be accountable to the Head Teacher(s) of the schools at which they operate.

**4 RESPONSIBILITIES**

1. To act as a first point of contact for users experiencing IT issues or requiring technical assistance
2. To install, maintain, repair and dispose of IT hardware including computers, telephones, audio-visual equipment, mobile devices and, under instruction, network devices
3. To install, configure, maintain and remove IT software and, under instruction, undertake system administration
4. To assist users in the best use of IT hardware and software
5. To research and place orders for IT hardware, software and consumables
6. To assist the IT Support Manager in maintaining accurate records of all IT assets
7. To undertake occasional manual handling of IT equipment
8. To advise the IT Support Manager, the IT Network Manager and the Head of IT on specific IT issues and general trends in IT support and the development of IT use
9. To undertake any reasonable duties as directed by the IT Support Manager, Head of IT, the Director of Operations and the Head Teacher(s) of the School at which they operate

**5 KEY RESULT AREAS**

1. IT facilities are maintained to a high standard
2. Users receive high quality support in their use of IT hardware and software
3. IT issues are responded to in a timely manner
4. IT asset records are up-to-date and accurate
5. To assist the team in meeting SLA targets

**6 PERSON SPECIFICATION**

**Experience**

1. Providing IT support to users of Microsoft and Apple systems, ideally in an education environment
2. Setting up IT and audio-visual equipment
3. Supporting wirelessly connected mobile devices

**Skills and Abilities and Personal Attributes**

1. The ability to rapidly develop an understanding of new technologies and applications
2. Familiarity with common Windows and Mac software
3. The ability to remain calm in the face of competing priorities
4. Polite and articulate in the delivery of good customer service

**HEALTH & SAFETY**

The School takes its obligations under the Health & Safety at Work Act seriously and the postholder will be required to comply with all aspects of the School’s Health & Safety policy, particularly in relation to safe working practices. All staff must keep up to date with the School’s health and safety policies which are regularly updated and posted on the staff intranet.

UCS is committed to the welfare and Safeguarding of children.  All staff who work for the Foundation are required to complete regular Safeguarding training.