

## JOB DESCRIPTION

### IT TECHNICIAN

<b>GRADE:</b>	SCP 10 - 14
<b>LOCATION:</b>	Moor Park High School and Sixth Form Moor Park Avenue, Preston, PR1 6DT
<b>CONTRACT:</b>	Permanent 37 Hours per Week Full year – this post offers the option of taking <b>some</b> holidays within term time (holidays need to be agreed in advance with the School Business Manager) 8.15 am - 4.30 pm (Monday – Thursday) 8.15 am - 4.00 pm (Friday) Lunch - 45 minutes (to be taken outside the School lunch time and in negotiation with the IT Systems and Facilities Lead)
<b>RESPONSIBLE TO:</b>	School Business Manager and IT Systems and Facilities Lead Under the day-to-day supervision of the Senior IT Technician
<b>STAFF RESPONSIBLE FOR:</b>	None

#### **JOB PURPOSE:**

- To provide first line IT support for staff, students, governors and visitors.
- To provide high quality support for the Senior IT Technician and IT Systems and Facilities Lead
- To advocate a positive and proactive manner within School

#### **General Duties**

- To provide first line technical support and advice as required across the school for staff, students, governors and visitors.
- To adopt a proactive approach and responsibility in providing IT support, advice and training to staff, students, governors and visitors.
- To provide IT related assistance to staff in classroom environments and the school office.
- Respond to IT Support requests in a timely fashion to ensure minimum disruption to teaching and learning using the electronic IT helpdesk system.
- To assist with computer recycling and aid in the safe disposal of used toner cartridges and waste electronic equipment in line with school policy, in agreement with the Senior IT Technician.
- To support the Senior IT Technician with staff onboarding procedures e.g. Take photographs of staff and students as upload to necessary systems to produce ID Badges for all stakeholders and assign relevant access as appropriate
- Inform the Senior IT Technician of any changes made to the network so documentation remains current.
- Assist the Senior IT Technician in the implementation of ICT related policies and procedures.
- Assist the Senior IT Technician in the compliance of current schools ICT guidance and policies.
- Assist the Senior IT Technician in maintaining the school's asset management system and assist with annual stock takes.
- Perform stock takes of consumable items and report to the Senior IT Technician when supplies are required.
- To be aware of upcoming school events and support as necessary.
- To manage and setup the school's audio and visual equipment for assemblies and functions, including interviews and evening events such as awards evenings and school productions.

#### **Network**

- To assist with the administration of IT access of staff to relevant shared areas and resources including SharePoint, Office365 and other wider systems.
- To assist with data export for school administrative systems and liaise with suppliers/relevant companies where appropriate and in line with GDPR.
- To assist with the administration and maintenance of the telephone system and provide training for users.
- To install, monitor and maintain systems and perform updates when necessary, liaising with the Senior IT Technician and IT Systems and Facilities Lead when appropriate.
- Monitor system logs and report unexpected activity or security breaches to the Senior IT Technician and IT Systems and Facilities Lead.
- Assist the Senior IT Technician and help develop the school's network in line with the Schools IT Development Roadmap.
- Support with the introduction of new technologies and provide training or aid in the development of training materials where necessary.
- Support and follow school backup, virus protection and security procedures. Note risks to IT systems and suggest precautions to the Senior IT Technician.
- Monitor the schools internal firewall and filtering system, noting changes or unexpected activity to the Senior IT Technician or IT Systems and Facilities Lead.

### **Software and Hardware**

- To install, maintain, upgrade and repair a wide range of equipment, for example, computer desktops, laptops, servers, CCTV systems and cameras, network cabling, door access systems and more.
- Install and maintain software licencing following install and licencing limitations and ensuring schools compliance with all regulations.
- Assist in the administration and support the schools access to systems, such as management systems (SIMS, Synergy), cloud storage and email (Office365) and more for all stakeholders.
- Assist in the administration of the following systems but not limited to.
  - School helpdesk systems
  - Cashless Catering systems
  - Online Payment systems
  - School Visitor/Staff sign in systems.
  - School Tannoy systems.
  - CCTV systems.
  - Telephony systems and handsets.
- Assist in the maintenance of printers and reporting of printer use across school.
- Perform preventive maintenance duties on items of IT hardware, including the cleaning of equipment.
- Report any suspected security breaches to the IT Systems and Facilities Lead.

### **Digital Media**

- To be aware of upcoming events in school, ensuring photography and/or filming is carried out effectively and in line with school policies.
- Edit photographs and video footage for use across the school in a range of formats and platforms.
- Liaise with relevant staff in the creation of social media content utilising photographs, images or videos in compliance with school policies.
- Create graphics and visual design templates suitable for use across the school, including printed documents, posters and digital presentations such as PowerPoint templates.

### **Other Duties**

- Liaise with suppliers and external support companies as appropriate.
- Liaise with appropriate personnel in relation to duties on job description.
- Assist in the induction of new staff (including issuing/explanation of ICT policies)
- To provide IT support to Governors and governor meetings, if required.
- To support the Senior IT Technician and IT Systems and Facilities Lead in software developments and training to support colleagues.
- To provide associated documentation for staff, students, governors and visitors as necessary.

### **Support for the School**

- To contribute to the provision of an effective environment for learning.
- To positively promote the school to support the marketing strategy.
- To have a flexible approach to working hours, always ensuring the needs of the school are met.
- To work as part of a team and adopt flexible working practices.
- To support the use of IT in learning activities
- Assist in the assessment of DSE users.
- To support the school's vision for the future direction of IT.
- Report via CPOMS any safeguarding concerns from the IT filtering systems in school. Very serious concerns will also be reported direct to the schools DSL.
- Support the Emergency Evacuation procedures in the role of Fire Marshall.
- Support lockdown drill procedures.
- Issuing of free school meal (FSM) vouchers throughout the holiday periods.

### **Other**

The above range of duties is not exhaustive but should be interpreted as generic guidelines of the range of duties to be undertaken. Other duties at the same level and of a similar nature may be interchanged or added to the list at any time following consultation and as the needs of the school dictate. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to take part in the appraisal process and attend appropriate skills training/performance development as required.

Employees are expected to work within school policies and procedures.

Employees are expected to support the ethos of the school.

Employees are expected to be aware of the confidential nature of issues related to home/pupil/ teacher/school work in line with Child Protection, Safeguarding and GDPR.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

Employees are expected to adhere to the standard dress code presenting a professional image to students, parents, governors and the wider community.

**Valuing Diversity** – to accept everyone has a right to their distinct identity. To treat everyone with dignity and respect and to ensure that what all our customers tell us is valued by reporting it back into the school.

**Equal Opportunities** - we are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

**Customer Focus** - we put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

**Health & Safety** - all employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

**Safeguarding Commitment** - this school is committed to safeguarding and protecting the welfare of children and young people and expects all staff and volunteers to share this commitment.

**Attendance** – good attendance enhances the service delivered by school, minimises staffing difficulties and ensures best value to the school. It is essential that applicants for positions in this school can evidence a previous satisfactory attendance record/commitment to sustaining regular attendance at work.

This job description is not your contract of employment, or any part of it. It has been prepared only for the purpose of School organisation and may change either as your contract changes or as the organisation of the School is changed. Nothing will be changed without consultation. This document must not be altered once it has been signed but it will be reviewed annually as part of the performance management process or as appropriate.

Signature of post holder \_\_\_\_\_ Date \_\_\_\_\_

Signature of Headteacher/ \_\_\_\_\_ Date \_\_\_\_\_  
School Business Manager

Updated Feb 2026