

Post: Onsite IT Technician

Responsible to: IT Services Lead / IT Operations Manager

Salary: SC3 5-6 (£19,573 to £19,964)

Location: Requirement to travel to schools supported by Lourdes IT.

Working Pattern: 37.5hrs per week – full time, full year.

Job Purpose:

- To provide friendly, helpful, pro-active IT support to schools.
- To provide onsite support to users across supported schools via the central helpdesk
- To meet the requirements of the 1st Line IT Standards

Specific Responsibilities

- Using the Lourdes IT helpdesk prioritise, resolve, and escalate issues quickly and efficiently inline with our SLA commitments.
- Attend site as per the team rota to provide onsite for schools • To be polite, friendly and helpful at all times with all colleagues • To be a confident communicator and member of the team.

Device and Application Support

- Install and test new hardware
- Perform basic device repairs and upgrades
- Identify and rectify basic hardware or software faults
- Install and test new software as directed
- Complete and keep up-to-date inventory of all equipment

Network support

- Perform network cable installation and test connectivity
- Support connectivity to wireless networks and basic troubleshooting

Support requests

- Use the help desk to log, update and resolve all issues.
- Ensure that requests are responded to within SLA timeframes
- Utilise the Self-Help Guides to assist users – regularly add to and update.
- Understand priorities of response based on the SLA.
- Understand when, and how to escalate issues, and escalate effectively.

Health and Safety

- Ensure that you follow all relevant health and safety guidance, policies and laws.
- Ensure that IT equipment is used in line with relevant health and safety guidance and policies

Conduct & Professional Development

- Attend relevant courses/undertake online training to improve skills and knowledge
- Advise and train individual staff and pupils
- Have appropriate communications with suppliers
- Network with colleagues within Lourdes IT and in similar roles outside Lourdes IT
- Read organisation policy documents, schemes of work and other related documents to develop an in depth understanding of teaching and learning needs.
- To keep systems safe and secure always
- To understand the role of Safeguarding within the context of IT in schools, and the wider context across Lourdes IT.

Safeguarding

- To attend all safeguarding training as directed
- To ensure systems which monitor safeguarding of both staff and students are monitored and effective. Passing concerns to line management and DSL.
- To follow Lourdes IT procedures and report any concerns to the DSL.

Data Protection

- To ensure that the Lourdes IT data protection policies are adhered too
- To minimise the risk of a data breach occurring • To highlight any potential risks to line management.

Catholic Ethos

- To fully support and uphold the Catholic Ethos of the Our Lady of Lourdes Catholic Multi Academy Company.

Our Lady of the Magnificat is committed to safeguarding and promoting the welfare of young people and expects all staff and volunteers to share this commitment.