



Ripon Grammar School

Job Description

ICT TECHNICIAN

Key Aspects of Role:

To aid in the maintenance and up keep of the school's network and related ICT equipment.

Reports To: IT Manager

Terms and Conditions:

- **Salary:** NYCC Grade D, points 4 – 6
- **Hours:** 37 hpw, term time only + 5 Training Days + 5 weeks throughout the school holidays

Professional Attributes and Qualifications:

Essential Technical requirements:

- Experience in managing Windows 10 Computers and associated hardware
- Maintaining printers and other peripherals.
- Knowledge of networking in both wired and wireless technologies
- Knowledge of AV Systems
- IT qualification or equivalent training or experience

Experience of any of the below is an advantage:

Office 365 / Microsoft Server 2016-19/ Microsoft Endpoint Manager /
Virtualisation Technologies / Mac OSX / WAN Technologies / Microsoft Installer Packages / Avaya IP
Telephony / IP CCTV

Specific Responsibilities and Duties:

Technical ICT Support:

- Unpack, configure and rollout new ICT equipment (software and hardware) as directed by Systems Manager.
- Diagnose and resolve day-to-day problems relating to computer equipment and software in a timely manner via the school's helpdesk system.
- Provide friendly and efficient first line support for networking and application issues

- Deliver hardware and resources to work areas and classrooms as required.
- Install, configure and support audio-visual equipment and requests.
- Assess physical security requirements to protect against loss of data and equipment.
- Work to and give guidance to others on the use of ICT and the ICT acceptable use policy.

Maintenance:

- Follow a maintenance schedule for all computer hardware, software and networks.
- Ensure school policy on staff and pupil access to data and files is implemented.
- Provide advice, guidance and assistance to teachers, pupils and other members of staff.
- Assist in planning and implementing changes to elements of the ICT service as required.

Any other duties as reasonably requested by the Headmaster

October 2020