Job Description

Job Title: IT Technician

Responsible to: Network Manager

Key Responsibilities

- Assist with the secure and safe set up/installation of IT and AV equipment and software
- Follow detailed instructions on configuring network clients including allocating required software
- Setup equipment such as mobile devices, screens, sound systems and other specialist IT/AV equipment ensuring that the system is ready for use.
- Maintain user accounts and permissions on school systems including school domain, Office 365, SharePoint, etc.
- Maintain standard network cabling
- Check IT/Practice rooms to ensure all IT/AV equipment is in good order
- Provide information and assistance for Chetham's School, Library and Stoller Hall staff and students on the basic use and setting up of IT/AV equipment and software
- Assist with the development and roll out of O365 and Planet estream features e.g. webinars, workflows, live broadcasts, quizzes/forms, and virtual classes.
- Undertake maintenance tasks and duties according to a defines schedule
- Assist with the diagnosis and resolution of basic IT/AV equipment
- Man the IT helpdesk and process jobs according to agreed standards
- Maintain equipment register including adding new equipment and deleting old. Help maintain any other IT/AV related lists.
- Receive and check deliveries
- Maintain any stocks of equipment
- Record loans of IT/AV equipment
- Attend training relevant to the role
- Any other duties as may be reasonably expected

CHILD PROTECTION AND SAFEGUARDING CHILDREN

As a post holder I recognise my responsibility to promote and safeguard the welfare of children and young people for whom I am responsible, or with whom I come into contact. I will adhere to and ensure compliance with *Chetham's Child Protection and Safeguarding Policy*, the *Staff Code of Conduct* and related documents (available at www.chethams.com) at all times. If, in the course of carrying out the duties of the post, I become aware of any actual or potential risks to the safety or welfare of students at Chetham's, I have a duty to follow the reporting routes and to report any concerns to the Designated Safeguarding Lead or to the Joint Principal (NS).

Our Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognises the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee's name .....

Employee's signature .....

Date .....

Person Specification

	Selection Criteria Essential	Selected Criteria Desirable	How Assessed
Education & Qualification		NVQ level 2 in ICT related subject or equivalent	AF/I
Experience	Experience of diagnosing and correcting straightforward faults in IT/AV hardware and software Experience of working in a team and supporting others Experience of following and working to instructions, schedules and procedures Experience of keeping basic records	Experience of undertaking IT/AV tasks and responsibilities in an educational setting Experience of working cross platform (Windows/OSX/Android) Experience of using Office365 Experience of Active Directory Interest in Music	AF/I AF/I AF/I AF/I AF/I
Skills & Abilities	Communications skills to give information to staff, pupils and other users on IT/Av related issues Able to use judgment to solve straightforward problems to support the operation of IT/AV equipment		AF/I AF/I
Knowledge	GDPR Safeguarding H&S		AF/I AF/I AF/I
Work Circumstance	Work flexibly according to the needs of the School		I