



Wimbledon College

POST: IT Technician

Hours: 35 hours per week, 52 weeks

Line Manager: IT Systems and Network Manager

Location: Wimbledon College, Edge Hill, London SW19 4NS

Main purpose of post

- To be responsible to the IT Systems and Network Manager for the efficient management of IT systems
- To cover for the IT Systems and Network Manager in his absence
- To support the teaching and administration staff and pupils of the school
- A certain amount of lifting is required to re-locate equipment across the school site

Duties and responsibilities

1) Networks

- a) Create and delete new users, manage the allocation of user space and reset passwords as appropriate
- b) Install software
- c) Maintain, repair and extend network cabling as necessary
- d) Ensure file server storage is used effectively
- e) Relocate equipment as required
- f) Back up Administrative and Curriculum file servers according to the required schedule and ensure correct operation of UPS systems.

2) Hardware

- a) Maintain an inventory of all computers, scanners, printers, I/O devices, etc
- b) Set up, test and install new computers and peripherals, move and set up equipment in new locations
- c) Manage the output devices e.g. laser and other printers (clear jams and print queues etc.)
- d) Ensure that hardware, including network cabling, is maintained and repaired as necessary
- e) Provide general maintenance of ICT equipment e.g. mice, keyboards, monitors, headsets and other similar equipment
- f) Source and order IT related equipment in consultation with the IT Systems and Network Manager.
- g) Add/Relocate phones on the school's voice network and perform first line troubleshooting on phone problems before passing problems to contractor
- h) First line troubleshooting on CCTV system, live registration and cashless catering before passing problem to contractor.

3) Software

- a) Maintain a software library and make back-up copies of software
- b) Be familiar with Application Software on the network, stand-alone and multimedia machines
- c) Set up and test Applications and Software
- d) Maintain an up-to-date library of software catalogues and ICT Manuals
- e) Ensure software is easily accessible for administrative and support staff, teachers and pupils
- f) Monitor security of data, including virus detection and updating
- g) Source and order software in consultation with appropriate other staff e.g. Head of Dept etc.
- h) Maintain all software licenses
- i) First line troubleshooting on SIMS system before passing problem to contractor.

4) Safety

- a) Ensure that Health and Safety regulations applicable to the use of computing and visual display equipment are complied with at all times
- b) Make safe (repair/remove) damaged or faulty equipment immediately.

5) Security and resource management

- a) Be responsible for the secure storage of resources and equipment.
- b) Issue and record use of CD-ROMs, peripheral devices, etc.
- c) To be responsible for sourcing and ordering IT consumables and services.

6) Annual Leave and Availability

- a) The annual leave entitlement will be 25 days plus bank holidays.
- b) These days must be taken so as to make sure that support is available for the school's network.
- c) As the Director of IT usually works over the school holidays, the main need for cover will be during term times.
- d) These holidays must be negotiated at least five weeks in advance.

7) Supporting the School

- a) To participate in relevant in-service training and actively seek other learning activities
- b) To attend and participate in meetings as required.
- c) To participate in performance development/appraisal, contributing to the overall planning, development, ethos, work, aims and organisation of support service to the school.
- d) To comply with school policies and procedures. Including safeguarding, health, safety and data security. Reporting any concerns to an appropriate person.
- e) To be aware of confidential issues linked to home/pupil/teacher/schoolwork and to keep confidences appropriately.
- f) To undertake other appropriate tasks as directed by line managers or the Head Master.

Hours are worked by pre planned agreement with line manager. 5 days per week, 7 hours per day (i.e. 8.00am to 4.00pm, with a 1 hour lunch break) subject to variance to allow for busy periods. The post holder will be expected to work extended days in busy seasons with time off in lieu. Attendance at evening meetings and events may be required.

Person Specification – Wimbledon College

Post Title: IT Technician

Personal Attributes required (on the basis of the Job Description)	E(ssential) or D(esireable)	To be identified by: A(pplication form), I(nterview) or R(eference)
<p>Qualifications CompTIA IT Fundamentals (or equivalent) CompTIA A+ (or equivalent) CompTIA Network+ (or equivalent) CompTIA Server+ (or equivalent) Microsoft MCSA Windows Server 2012 or 2016</p> <p>Experience 5 years' experience in the IT Services Field Experience of using (and troubleshooting) Microsoft Windows Server 2008/2012/2016 WSUS, WDS, DNS, VLANS, DHCP VMWare Meraki Wireless and MDM Active Directory Group Policy Microsoft Windows 10 Microsoft Office Professional Applications Google Workspace Cisco Switches SIMS Sophos Android, iOS and Chrome OS Experience of troubleshooting PC/Printer hardware/software problems Network related problems</p>	<p>E E E E E</p> <p>E D D D E E E E D D D D D D E E E E E E</p>	<p>A A A A A</p> <p>A/I/R A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I</p>
<p>Knowledge/Skills/Abilities Ability to prioritize technical problems and fix accordingly Ability to research technical problems and develop workable solutions Ability to work as part of a team Communication skills Time management skills</p>	<p>E E E E E</p>	<p>A/I/R A/I/R A/I/R A/I A/R</p>
<p>Other Flexible attitude to work</p>	<p>E</p>	<p>A/I/R</p>
<p>Special Requirements Willing to undergo DBS checks</p>	<p>E</p>	<p>A</p>