



Haileybury

Job Description

Job Title : IT Technician
Responsible to : IT Support Manager
Department : Computer Support
Last reviewed : December 2020

Job Outline and Purpose:

The Computer Support department is responsible for all aspects of IT provision and service delivery at Haileybury and the IT Technician will provide campus wide general IT support and AV provision for events.

The job holder will also work alongside the Technical Production Manager and Performing Arts Technician for larger scale events and at times, also be involved with permanent AV installations and assisting other members of the Computer Support department with cabling and equipment deployments.

The nature of a 24hr a day, 7 days per week boarding school require staff to work flexibly and as the School is used by pupils at weekends, which are also the time most parents visit the School, there may be a requirement for the job holder to work early mornings, evenings and weekends.

Duties:

The post-holder will:

- assist and communicate with staff and pupils regarding first line general AV and IT queries
- provide telephone and face-to-face support when in the Computer Support department for staff and pupils ensuring requests are logged in the helpdesk system
- deploy new classroom and office based hardware, playing a significant role in permanent installations of projectors, screens, speakers and associated cabling
- assist with the improvement of network cabling infrastructure by installing network data cabling throughout the Haileybury campus to support both IT facilities and VOIP telephones
- provide support, maintenance and deployment of AV and IT hardware devices across the Haileybury campus including but not limited to: PCs, iPads, MacBooks, laptops, projectors, printers and photocopiers. In addition, to provide remote and local troubleshooting of software, hardware and network faults and log faults with warranty providers
- assist members of staff and pupils in queries relating to appropriate software and maintain a good working knowledge of the Microsoft Windows operating system series, Apple computers, Google G Suite and the Microsoft Office suite
- be responsible for the installation, configuration, support and management of printers and multifunction devices on campus. This includes liaising with external photocopier suppliers and managing consumables

- provide school events with AV technical support in relation to projection and portable public address setups. This includes but is not limited to the delivery, set up and clear down of AV equipment necessary for presentations, guest lectures, meetings and training days. Instruction in how to use the provided equipment or operation of the same will be required
- maintain an electronic diary of upcoming events with details of AV requirements and management of an equipment register to ensure all requests can be fulfilled
- ensure that all AV equipment is maintained
- assist the Technical Production Manager and Performing Arts Technician with school productions and large events. This may include assisting with the rigging and running of lighting, sound and projection
- liaise with external suppliers on quotations and warranty requests
- put in place administrative systems which ensure that all work undertaken is supported by accurate and up-to-date documentation
- complete all duties effectively, efficiently, accurately, and within allocated deadlines
- remain up to date with all appropriate practices, procedures and regulatory requirements within your allocated areas of responsibility and undertake appropriate training to ensure that skills remain up-to-date and commensurate with the first class service required for this role
- support management to design and implement efficient and effective working systems and to review and improve such systems overtime, as required;
- ensure that all work is supported with a transparent paper trail i.e. supported by and appropriate filing system which contains clear and accurate working papers;
- keep the management team fully up to date and informed about all allocated areas of responsibility and to report any significant problems as appropriate and within a reasonable time frame;
- maintain a code of confidentiality commensurate with the role
- undertake any reasonable task required to ensure the smooth running and security of the Computer Support department

It should be noted that this job description identifies the current principal duties of the post; it does not detail every task to be undertaken. The post-holder will be required to undertake any duties as required by the Line Manager, which fall within their capabilities or the requirements of the School.

Person Specification

Experience

- Experience in a similar role, providing support for general IT or AV queries
- Previous experience of using and maintaining projectors

Skills

- High level of computer literacy and working knowledge of Windows, Apple, Microsoft and Google

- Excellent communication skills with all relevant client groups, both internally and externally
- Ability to understand and operate within a school environment
- Well organised with the ability to prioritise work to deadlines and under pressure
- Ability to work in a way that promotes the safety and wellbeing of children and young people
- Ability to maintain confidentiality with tact, diplomacy and discretion
- Ability to work in a team and individually, using own initiative
- Flexible with the ability to adapt to changes to work schedules
- Accurate with an eye for detail
- Good numeracy and literacy skills
- Confident, self-motivated and proactive
- Enthusiastic with the ability to learn
- Honest, polite, reliable, resourceful, flexible, punctual and committed

Qualifications

- A relevant degree or qualification desirable
- A good standard of education
- Must hold a current driving licence

Child Protection at Haileybury

Though this role does not require the direct supervision of pupils, in addition to their job description, the job holder should be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons who they may come into contact with whilst at Haileybury.

Health & Safety at Haileybury

Under the Health and Safety at Work etc. Act 1974 and associated legislation, colleagues at Haileybury are expected to be comply with H&S requirements at all times, including but not limited to Risk Assessments, COSHH, PPE, Manual Handling and to follow Haileybury policies/procedures. Specifically, colleagues must continuously carry out all duties in a manner, which endangers neither themselves nor others. If you consider something is unsafe or likely to cause injury or ill health, you must rectify it if safe to do so, or report it to your immediate manager or the Health and Safety Manager.

Data Protection at Haileybury

The School will comply with its obligations under the prevailing data protection legislation when processing your personal data. For further detail in this regard you should refer to the School's Data Protection Policy and the Staff Privacy Notice which can be found on the website <https://www.haileybury.com/privacy-notice>

Code of Conduct Statement

Colleagues at Haileybury are expected to work together showing respect, courtesy and helpfulness, cooperatively working with a positive ethos and culture, whatever the staff member's position may be. Each individual should try to see and appreciate what others are doing and understand that the provision that we offer our pupils can flourish only with the active assistance of all concerned.