



Arnold Hill School
& Technology College

Job Description

IT Technician

Acting Autonomously and as part of a wider team this role involves 1st and 2nd line support and contact with users through to resolution of problems.

This role also requires management of special projects through to conclusion.

The role constantly presents new challenges and promotes learning every day.

The role will include some supervisory duties.

Duties Include but are not limited to:

1. To Install, Test, Update and Maintain IT Hardware Peripherals and software throughout the organisation.
2. To Install and reconfigure as required Laptops and Desktop PCs for use by the teaching and administrative staff.
3. To Liaise with suppliers, communicate our needs and obtain quotes for equipment, raise orders for approval.
4. Installation and support of network hardware.
5. Configuration and management of the Wireless Network.
6. To Provide Network administration to user and computer accounts using Microsoft active directory.
7. To Install and administer printers and other networked hardware.
8. To deal with technical faults and issues as they arise on a daily basis using the Helpdesk software as a work control solution.
9. To manage the technical support of the Helpdesk software, making changes as required.
10. To assist with the installation and configuration of software onto curriculum and administrative machines.
11. To assist with maintenance of servers, server operating systems and server operations as and when required.
12. To record and administer records of staff equipment allocation.
13. To Work Safely and to ensure the health and safety of those around you.
14. To Maintain adequate records of work completed and record actions taken for software installation and system configuration.
15. To assist in and contribute to future developments in IT within the organisation.
16. Any other actions and duties commensurate with the role of IT Technician.