

Job Description

Job Title	IT Technician
Job Family	Information Technology
Line Manager	Service Desk Manager
Key Stakeholders/Internal Customers	Staff, Pupils, Academic & Support Staff, Visitors
Hours	<p>40 hours per week, between the hours of 8am and 6pm Monday to Friday (rotational, i.e. week 1 – 8am start, week 2 – 9am start)</p> <p>Alternate Saturday mornings (term time) 8am–12noon. Weekdays only in school holidays.</p> <p>Year-round position. 52 weeks.</p> <p>Flexibility required to support evenings/weekends/out of hours on ad hoc or emergency basis.</p>
Holidays	25 days paid holiday plus the Bank Holidays and the Christmas close-down. Where Bank Holidays fall in term time they are classed as working days (i.e. May Day) – time off in lieu is given for this.
Location	<p>Repton School and Repton Prep</p> <p>Travel to other school sites and off-site locations will be required as part of this role. A full UK driving licence is required.</p>
Benefits	<p>Opportunity to undertake a Level 3 Information Communication Standards Apprenticeship (if appropriate)</p> <p>Employer Pension Scheme</p> <p>Sports Centre Membership</p> <p>Employee Benefit Hub access</p>

Role Overview

- Serve as the primary point of contact for desktop, laptop, and peripheral support across the school and its associated sites, delivering prompt and professional end-user assistance.
- Travel to other school sites and off-site locations as required to provide on-site ICT support and equipment deployment.
- Assist in the delivery and development of the school's ICT services, working in collaboration with the Service Desk Manager and Director of IT.
- Diagnose and resolve hardware, software, and connectivity issues on end-user devices in a timely and efficient manner.
- Be aware of relevant government and school policies, including those on safeguarding, health and safety and data protection, when delivering ICT services.
- Assist in the organisation and maintenance of desktop computing systems, contributing to the planning and monitoring of ICT support services.

- Support and contribute to the overall ethos of the school.
- Participate in training and professional development opportunities as required.
- Undertake additional desktop support responsibilities and assist with other ICT duties as required.

Organisation

- Assist the Service Desk Manager in the procurement, imaging, and deployment of desktop hardware and peripherals.
- Liaise with staff, pupils, visitors and suppliers to support the department and school's aims and objectives.
- Promote the effective and appropriate use of desktop equipment and software to staff, pupils and parents.
- Contribute to the school's ICT development plan to ensure effective and timely implementation within allocated areas of responsibility.
- Maintain accurate records of hardware assets, software licences and support tickets.
- Keep up-to-date with developments in desktop technologies and update practices where necessary.
- Travel between school sites and off-site locations as required, ensuring ICT support is delivered effectively across all areas of operation.

Facilities and software maintenance

- Carry out the setup, configuration, imaging and deployment of desktop computers, laptops, tablets and associated peripherals.
- Perform regular health checks and preventative maintenance on end-user devices.
- Install, configure and update operating systems (Windows 11) and standard software packages.
- Repair and maintain desktop hardware to maximise efficiency and minimise downtime.
- Apply software updates, security patches and policy changes as directed, ensuring devices are compliant before use.
- Assist in the maintenance of the school's internal intranet in line with SMT requests.
- Assist in the maintenance of the software licence database, ensuring all software is properly licensed.
- Maintain and update the asset register for all desktop ICT equipment.
- Ensure the correct disposal of damaged and redundant equipment in line with current procedures and legislation.

Technical support

- Act as first and second line support, managing the helpdesk queue and ensuring timely resolution of requests and incidents with regular status updates to users.
- Troubleshoot and resolve issues on staff and pupil desktop/laptop computers, including hardware faults, software errors, connectivity problems, and user account issues.
- Set up and configure equipment to support the delivery of the curriculum and school events.
- Provide advice and training to staff on desktop hardware and software where required.
- Support remote working and video-conferencing tools, including configuration and troubleshooting.
- Manage user accounts and permissions within Active Directory and Microsoft 365.
- Be available to work varied hours to support events that require ICT assistance.
- Provide high-quality end-user support across all areas of the school's desktop environment.

Data management

- Ensure all data is handled, stored and disposed of in accordance with the Data Protection Act 2018 and the UK GDPR.
- Install and maintain endpoint security software to ensure the safety of school data and report any breaches to the DPO.

Person Specification

Qualifications and training

Essential	Desirable

<ul style="list-style-type: none"> • One of the below qualifications: <ul style="list-style-type: none"> • CompTIA A+ Certification • BTEC Level 2 or Level 3 Certificate/Diploma in IT • City & Guilds Level 2 or Level 3 Diploma in ICT Systems Support • NCFE Level 2 or Level 3 Certificate in Digital Skills for Work • AS/A Level in Computer Science or ICT 	<ul style="list-style-type: none"> • Microsoft Certified: Modern Desktop Administrator Associate (MD-102) • ITIL Foundation certification • Level 3 Digital Support Technician Apprenticeship or equivalent • CompTIA Network+ or equivalent networking qualification
---	---

Skills and experience

Essential	Desirable
<ul style="list-style-type: none"> • Working in a desktop or end-user support role. • Working with sensitive information. • Installing and configuring desktop hardware and software. • Managing and troubleshooting Windows 11 environments. • Working well as part of a team. • Prioritising effectively in a fast-paced environment. • Problem-solving and delivering practical ICT solutions. • Full UK driving licence and access to own vehicle for travel between sites. 	<ul style="list-style-type: none"> • Working in a school or educational environment. • Experience with Microsoft 365 and Entra ID (Azure AD) administration. • Use of remote desktop tools (e.g. Remote Desktop, TeamViewer). • Working with a school management information system. • Experience with MDM/endpoint management tools (e.g. Intune, SCCM).

Knowledge

Essential	Desirable
<ul style="list-style-type: none"> • Good knowledge of: <ul style="list-style-type: none"> • Windows 11 desktop operating system. • Microsoft 365 suite (Outlook, Teams, Word, Excel). • Active Directory user and group management. • Desktop and laptop hardware troubleshooting. • Network fundamentals (TCP/IP, Wi-Fi, VPN). • Current ICT protocols and security standards. • Data protection requirements. 	<ul style="list-style-type: none"> • Understanding of safeguarding in an educational context. • Knowledge of iSAMS or similar Management Information System. • Familiarity with ITIL service management principles. • Knowledge of endpoint security and antivirus solutions.

<ul style="list-style-type: none"> • Enthusiastic and positive with a customer-focused attitude. 	<ul style="list-style-type: none"> • Able to a
<ul style="list-style-type: none"> • Excellent communication skills, including when assisting non-technical users and children. 	<ul style="list-style-type: none"> • A full UK

Other Important Information

Safeguarding

Promoting and safeguarding the welfare of children and young persons for whom you are responsible and with whom you come into contact is a critical part of all roles at Repton/Repton Prep.

Under the Sexual Offences Act 2003 it is a criminal offence for a person over 18 (e.g. teacher, matron, sports coach) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual. This applies where the child is in full-time education and the person works in the same establishment as the child, even if s/he does not teach the child.

Moreover, whatever the age of the pupil, a sexual relationship between an employee and a pupil will be considered an abuse of a position of trust and gross misconduct, likely to result in dismissal.

Health

The successful applicant will be required to complete a Health Declaration once a formal offer of employment has been made and accepted.

Children Act and Referees

Successful appointment will be dependent upon statutory criminal conviction checks including an enhanced DBS Check in accordance with the Children Act, as well as favourable reports from two referees. It will be assumed that the School may contact your nominated referees without further reference to you, unless you specify any alternative arrangements.

Child Protection Policy

All applicants must be familiar with our Child Protection Policy which can be found at <https://www.repton.org.uk/userfiles/reptonmvc/Documents/06-Key-Information/Employment-Opportunities/170916-Child-Protection-and-Staff-Behaviour-Policy.pdf>