



An ambitious school at the heart of the community

HEADTEACHER: Mr Emmanuel Botwe MA (Oxon)

IT Technician

Information for Applicants

An ambitious school at the heart of the community

Manchester Road, Macclesfield, Cheshire SK10 2EE
Tel: 01625 610220 www.tytheringtonschool.co.uk email: info@tytheringtonschool.co.uk



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Tytherington School, registered in England and Wales, company number 08920320.
Registered office: Tytherington School, Manchester Road, Macclesfield, Cheshire, SK10 2EE

Job Description

Job title: **IT Technician**
Reports to: Strategic IT Manager
Job purpose: To provide a range of technical and general IT support to staff and students.
To maintain computer networks, printers and other peripherals.

Responsibilities:

- Contribute to the effective performance and service provision of IT within the school.
- Provide first and second line IT support to the school's staff and students.
- Provide IT training to staff and students on a 1-1 basis.
- Install, configure and maintain computer peripheral equipment such as multifunctional printers, interactive TVs and projectors.
- Install and test new software and software updates, ensuring compliance with software licensing regulations at all times and make available to appropriate users.
- Install, configure and maintain servers.
- Installation of applications on Network and standalone machines.
- Wireless client troubleshooting.
- Set up, maintain and remove user login accounts for staff and students joining or leaving the school, ensuring users are members of the correct groups.
- Ensure that all IT Support needs are logged appropriately on the IT helpdesk, proactively monitoring incoming requests ensuring effective prioritisation and timely response.
- Retain ownership of IT support tickets and ensure staff are regularly kept updated with the status of the support ticket.
- Take part in the upgrade of the computing suites in the Computing department on a rotating basis.
- Take responsibility for workstations, laptops, interactive whiteboards and other locally installed hardware such as printers and scanners.
- Enrol and manage chromebooks ensuring maximum availability.
- Update the IT Asset Management system as required.
- Complete maintenance and system improvement work during school closure periods as appropriate.
- Take on project work as directed by the Strategic IT Manager.
- Support the Strategic IT Manager as appropriate with any major incidents affecting service.
- Provide guest wireless access for visitors.
- Assist management in accessing video footage when required.
- Image, deploy and maintain Windows 10 based PCs, laptops and tablets.
- Work with the Strategic IT Manager to identify recurring IT incidents and perform root cause analysis.
- Detect, diagnose and resolve PC, printer and software errors
- Contribute to the overall security of the IT network for the school, assisting in the monitoring of the school network to ensure safety and security for all users.
- Contribute to the review of IT related policies.

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- Provide IT support in classrooms, assemblies, parents evenings and other events as required.
- Undertake available training opportunities and demonstrate a commitment to continuous professional development, maintaining an up-to-date knowledge of IT developments.
- Maintain confidentiality regarding handling of sensitive data pertaining to students, staff, or school related matters.
- Ensure the integrity of all data held in the school.
- Take part in regular training including Safeguarding and termly cyber security awareness.

Notwithstanding the detail in this job description, the job holder will undertake such work as may be determined by the employee's line manager/Headteacher from time to time, up to or at a level consistent with the principal responsibilities of the job.

Signed:

Date:

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