Job Description

Post	IT Technical Support Officer
Department	Associate
Reporting to	IT Services Manager
Liaising with	Teaching and associate staff, parents and students
Salary/Grade	£22,000-£25,000 Full Time 37.5 hours a week, 52 weeks per year

About Rugby Free Secondary School

We are at the start of a very exciting journey and have worked extremely hard over the last year to create a culture of high expectations across the school, supported every step of the way by our Trust. This has been achieved through the development of strong and positive relationships with staff, students, parents and carers. Our reflective approach means we are always striving to improve in all we do and believe that mistakes are only an opportunity to learn.

Taking and broad holistic approach, we identify the barriers to learning that are likely to affect our students and work relentlessly to address them.

Our aim is for all students in our care to have the capacity to achieve their full potential and for our curriculum to nurture and develop each child's hidden talents throughout their time at RFSS. It is an exciting time to be working part of the RFSS family and as part of our trust Learning Today, Leading Tomorrow. RFSS opened in 2016, we relocated to our brand-new purpose-built facility in February 2020.

The road hasn't been smooth, but it is a school committed to providing success for all of its students and providing a workplace that supports its staff to ensure they are able to work to the best of their ability for our students every day.

You won't find teachers and staff anywhere else who are as committed to a school's purpose and supporting its success. Relationships are at the heart of RFSS and underpin our new core values and we are always looking for dedicated staff who share our ethos and demonstrate our values.

Our Values are:
Kindness – The quality of friendliness, generosity, consideration, honesty
Collaboration – The belief that working and learning with others will lead to greater success
Curiosity – A strong desire to know and to learn
Resilience - The ability to recover quickly and learn from the difficulties we face
Respect - To appreciate the importance of understanding and admiration for others and self
Endeavour - The belief that hard work is needed to achieve something we can be proud of

Job Summary

- To proactively monitor and respond to IT helpdesk tickets
- Assist in the development, support, maintenance and security of all IT systems within the school
- Assist in the installation, configuration and testing of hardware and software
- To provide an efficient and effective IT Technical Support Service to members of the school community
- To install, configure, manage and maintain school servers, clients and peripherals
- To provide IT training and support for staff and students including instructing students in the basic use of software programmes as necessary
- To be able to travel to and provide regular technical support to Rugby Free Primary School (LT2 Trust) (3 miles) as directed by the IT Services Manager

Duties and responsibilities

Specific Responsibilities

- To work under the direction of the IT Services Manager to continually maintain and develop IT systems and services
- Providing training and support for the wider community of the school including the Trust as requested or authorised by the IT Services Manager
- Assisting, where requested, with the installation, upgrade and maintenance of servers and network infrastructure
- To monitor and manage the IT helpdesk to ensure any issues are rectified quickly and efficiently
- Logging and managing support calls and overseeing repairs or maintenance in the case of equipment which is under warranty or a maintenance or lease agreement
- Contributing to future planning to improve the efficiency and effectiveness of IT systems and services
- To ensure that as far as possible, students are not exposed to inappropriate materials on the internet and reporting any concerns to the Designated Safeguarding Leaders
- Provide support to classroom teachers during lessons including working with students and assisting with lesson observations
- To ensure all tasks are carried out with due regard to Health and Safety
- Carrying out such other duties as reasonably fall within the scope of this post as requested or authorised by the IT Services Manager
- Responsible for general repair and maintenance of all desktop and laptop PC's and interactive whiteboard equipment
- Upkeep of software in a growing IT rich environment
- To demonstrate and promote good practice, safety and adherence to policies relating to all aspects of the use of IT systems and services
- Adhere to all school policies including Health & Safety, Internet & Email and GDPR Policies

Software

- To install new and existing software across the network and update software as required
- Ensuring the anti-virus software is installed, kept up to date and working properly on all computer peripherals
- Help with creating files/folders as required by staff and students

- Maintain licensing records and information

Hardware
- Check new computer equipment on arrival, set up & install as directed
- Maintain the IT equipment asset register
- Maintain desktop computers, laptops, iPad and tablets for all users
- Maintain and keep clean computer peripheral equipment such as scanners, printers, whiteboards, and any IT related equipment, ensure that these are prepared and ready to be used
- Keep log of all faults and issues updated regularly, advising users when resolved
- Proactively checking and maintaining IT facilities and software within offices and vigilantly spotting IT equipment that has been damaged or misused
- Maintain up to date images of all hardware in the school using SCCM
- Liaise with external support agencies and third parties as required to resolve faults speedily
- Liaise with external suppliers for the repair of equipment under warranty or maintenance contract
- Making available, and recording the usage of, loan IT equipment for students and staff

Network Management
- To change staff and student passwords as required
- To create new user accounts as required
- The removal of access to user accounts for staff or student leavers
- To maintain the school's wireless networks
- Carry out routine network maintenance
- Be familiar with the network infrastructure (cable and patch panels, hubs, switches, routers) and address any fault finding and minor changes, keeping relevant logs.

General
- Provide support and advice to staff in the operation of IT equipment
- To provide technical support for all users, curriculum and administrative
- To be responsible for the day to day running of the school's curriculum network
- To ensure physical security of servers, work stations, monitors and laptops is always maintained
- Maintain and repair all IT/Interactive board equipment
- Set up IT for assemblies and other school events

Other
- Undertake training, update or review sessions as required
- Undertake other duties appropriate to the grade and responsibilities of the role as may be required by the Headteacher or IT Services Manager
- To support all aspects of IT within the School and Trust

Professional Development

- To take responsibility for continuing your personal professional development
- To take part, as appropriate, in the Trust professional development programme
- To engage actively in the Performance Management Review process
- To evaluate own personal performance through self-evaluation and learn from the effective practice of others and from evidence

Safeguarding
- All Rugby Free Secondary School staff have a part to play in supporting the school's ethos, understanding student safeguarding requirements and promoting the best possible image to parents and prospective parents.
- Staff are encouraged to take a part in whole school development each year
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to an appropriate person
- Attend relevant meetings as required
- To liaise with one of the Designated Safeguarding Leaders to identify and record students of concern who may benefit from early intervention.

General responsibilities of all Rugby Free Secondary School Staff:

- Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description
- Employees are expected to adhere to the School's agreed Code of Conduct
- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task to be undertaken may not be identified

This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing paragraphs.

The job description will be reviewed at least once a year and it may be subjected to modification or amendment at any time after consultation with the holder of the post.

The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled applicants or continued employment for any employee who develops a disabling condition. This job description is current at the date shown but in consultation with the post holder may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the grade and job title.

If you feel that you could bring further impetus to our drive to improve the provision for our students and have the necessary energy, enthusiasm and sense of humour to take us forward at this exciting time, then please get in touch.

To arrange an informal discussion with the IT Services Manager or visit to the school, please email; baljit.mander@rugbyfreesecondary.co.uk

To apply, please use either of the below links;

- **TES website:** https://www.tes.com
- **RFSS school website:** https://www.rugbyfreesecondary.co.uk/job-board

Closing date for applications: **Monday 10 May 2021**

Interview date: **w/c 17 May 2021**

We reserve the right to withdraw this vacancy at any time.