TPS | The Petersfield School

The Petersfield School
Cranford Road
Petersfield
Hampshire
GU32 3LU

t: 01730 263119
f: 01730 265869
e: school@petersfieldschool.com
twitter: @TPSPetersfield
facebook:ThePetersfieldSchoolOfficial
www.petersfieldschool.com

Principal: Mr M P Marande BA Hons MA

ICT TECHNICIAN: JOB DESCRIPTION

Line of Responsibility

The ICT Technician will be directly responsible to the Network Manager.

Job Purpose

The ICT Technician is responsible for providing high-quality technical support and assistance to staff and students across The Petersfield School and other schools supported by Bohunt Education Trust.

The postholder will support the maintenance, development, security and day-to-day operation of ICT systems, hardware, software, networking infrastructure and educational technologies, ensuring reliable and effective ICT services for teaching, learning and administration.

The role will also support strategic ICT projects, device deployment programmes and the effective use of technology throughout the school community.

Duties and Responsibilities

Main duties and responsibilities are indicated below. Other duties of an appropriate level and nature may also be required, as directed by the Headteacher or Network Manager.

ICT Support and Infrastructure

- Provide first and second-line technical support to staff and students.
- Investigate, diagnose and resolve hardware, software, networking and related ICT issues.
- Maintain and support the school's ICT infrastructure and services.
- Install, configure, deploy and maintain desktop computers, laptops, tablets, mobile devices and peripheral equipment.
- Support Windows 11, Microsoft 365, iPadOS and other educational technology platforms.
- Assist in the administration and maintenance of server environments and network infrastructure.

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- Monitor ICT systems and services, identifying issues and recommending improvements where appropriate.
- Assist with system upgrades, software deployments and ICT development projects.
- Maintain accurate records of ICT assets, licences, warranties and equipment inventories.
- Record, monitor and update support requests using the school's IT service management system, ensuring issues are resolved within agreed timescales.
- Liaise with external suppliers and support providers when required.

Microsoft 365 and User Administration

- Support Microsoft 365 services including Exchange Online, Teams, SharePoint and OneDrive.
- Administer and maintain user accounts, security groups and permissions within Active Directory and Microsoft Entra ID.
- Assist with password management, account provisioning and access control processes.
- Support staff in the effective use of Microsoft 365 applications and services.

Device Management

- Assist with the deployment, configuration and ongoing management of Windows and Apple devices.
- Support the school's Mobile Device Management (MDM) solutions, including Jamf and other management platforms where required.
- Assist in ensuring devices remain secure, updated and compliant with Trust policies.
- Manage software installation and deployment across supported devices.

Audio Visual and Event Support

- Maintain and support classroom audio-visual equipment, interactive screens, projectors, visualisers and presentation systems.
- Maintain, configure and support interactive classroom technologies, including SMART Boards, Clevertouch displays, Promethean panels, digital signage and associated software platforms.

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- Provide technical support for assemblies, examinations, parents' evenings, performances, meetings and other school events.
- Assist with the setup and operation of audio and visual equipment as required.

Cyber Security and Compliance

- Assist in maintaining the security and integrity of school ICT systems and data.
- Support the implementation of Trust ICT policies and cybersecurity best practices.
- Assist with monitoring internet usage and reporting suspected misuse.
- Support backup, disaster recovery and business continuity arrangements.
- Report security incidents, vulnerabilities and risks to the Network Manager.

Management Information Systems

- Support staff in the use of school management information systems and associated applications.
- Assist with maintaining system integrations and user access arrangements.
- Support data processing activities in accordance with school procedures and data protection requirements.

iPad One-to-One Scheme

- Maintain and manage the student iPad loan system.
- Act as a point of contact for parent and student enquiries relating to iPad repairs, insurance claims and technical issues.
- Assist with the deployment, maintenance and replacement of student devices.
- Develop and maintain communication systems to provide updates regarding repairs, claims and device status.
- Conduct regular audits of device allocation, condition and coverage across the school.
- Work closely with external repair providers to ensure efficient turnaround times.
- Assist with the management of the school's MDM platform and device compliance processes.
- Produce reports relating to device usage, repairs and asset management.

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General Responsibilities

- Attend school events and provide associated technical support as required.
- Attend relevant meetings, training sessions and professional development activities.
- Keep abreast of developments in ICT and educational technology.
- Maintain confidentiality and comply with all school policies and procedures.
- Promote and safeguard the welfare of children and young people.
- Support and promote the school's ethos, values and objectives.
- Undertake any other duties commensurate with the grade and nature of the post.

Person Specification

Criteria	Essential	Desirable
Suitable standard of education, including literacy and numeracy skills	✓	
Relevant IT qualification or willingness to work towards one	✓	
Experience working in an IT support environment	✓	
Experience working effectively as part of a team	✓	
Excellent customer service skills	✓	
Strong verbal and written communication skills	✓	
Ability to communicate effectively with staff, students, parents and external providers	✓	
Ability to organise workload and prioritise tasks effectively	✓	
Ability to work independently and use initiative	✓	
Ability to maintain confidentiality	✓	

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Good understanding of computer hardware and fault diagnosis	✓	
Experience supporting Windows 11 devices	✓	
Experience supporting Microsoft 365 applications	✓	
Experience supporting iPads and mobile devices	✓	
Commitment to ongoing professional development	✓	
Commitment to equal opportunities and safeguarding	✓	
Experience working within an educational environment		✓
Active Directory administration		✓
Microsoft Entra ID administration		✓
Microsoft 365 administration		✓
Mobile Device Management (Intune, Jamf or similar)		✓
Google Workspace for Education		✓
SIMS, Bromcom or similar MIS systems		✓
Wireless networking technologies		✓
Windows Server administration		✓
Audio visual technologies		✓
Knowledge of software deployment and package management		✓
Experience supporting Apple Mac devices		✓