The Chalfonts Community College

JOB TITLE	ICT Technician

BASIC JOB PURPOSE

To help maintain, support, and enhance the IT solutions for our users. To provide hardware and software classroom support for teachers using the computer facilities. To maintain computer networks, printers, projectors and other peripherals (including installing new software), thereby minimising system's 'downtime'.

	Criteria for Candidates
1	Self-motivated, resourcefulness, a professional attitude and strong work ethic
2	Be responsible for the organisation, scheduling, and processing of all routine IT maintenance and auditing tasks. This will include: • Ensuring the latest security/Windows updates/anti-virus protection is up to date. • Carrying out scheduled periodic auditing of IT hardware • Routine administration of user/email accounts/passwords/credentials
3	Take a proactive approach to continually improve the reliability, resilience, performance, and functionality of IT systems and hardware to ensure maximum availability and usage of equipment.
4	Maintain and extend computer networks. This will include assisting with selection, procurement, relocation, reconfiguration, set-up and installation of new IT suites or hardware.
5	Provide classroom support to teachers using the computer systems.
6	Provide software support for all users by being familiar with the current software and, where appropriate, producing user-friendly guides.
"The duties above are neither exclusive nor exhaustive and the post holder may be required to carry out appropriate additional duties commensurate with the role."	

	Skills and Experience
1	An understanding of IT hardware, Windows and Mac OS are essential
2	Strong problem-solving skills
3	Experience in O365
4	Experience in Google cloud for Education
5	Experience in Group Policy
6	Experience in Active Directory
7	Experience in TCP / IP Protocols

Enhanced DBS and Security clearance checks will be carried out.