

Role Description

ICT Helpdesk Technician

Reports to: Helpdesk and Support Manager, Director of ICT

Hours: Permanent full-time position, working Mondays to Fridays 7.30am – 4:00pm

Role:

The ICT Helpdesk Technician, amongst a small team of IT professionals, is responsible for supporting students and staff who use educational technologies at Meriden School.

Responsibilities

The duties of the ICT Helpdesk Technician include face-to-face communication with staff and students, managing the Service Desk, installation of new equipment, provision of accounts, preparation of computing hardware for staff, basic networking, maintenance of equipment, software and audio visual support, responding to classroom technology issues and any other problems that arise.

The ICT Helpdesk Technician will have qualifications and experience to assist in responding to the needs of users in a medium-sized educational environment, presenting the human face of the Information, Communications and Technology Department (ICT) and responding to the technical needs of staff and students on a day-to-day basis.

Duties and Working Relationships

The ICT Helpdesk Technician will report to the Helpdesk and Support Manager and will work closely with all other staff within ICT.

Duties include:

- Operating the service desk at designated times
- Answering staff and student queries received via phone, email, service desk and other means
- Triaging reports of problems received through the ticketing system, assessing their significance and designating them to appropriate staff
- Providing basic support for networking and software issues, with the assistance of specialist staff when needed
- Providing basic training to staff on the use of educational technologies
- Providing student cards and establishing user accounts
- Maintaining the register of assets, tagging new equipment, tracking
- Storing and releasing equipment to staff and retiring assets at end of life
- Assisting with and the installation of new educational technologies
- Upgrading software on school devices
- Assessing and maintaining faulty hardware and working through warranty claims
- Documenting processes in a way that is informative to others
- Performing other duties as required.

Advisory Functions

The role of ICT Helpdesk Technician is to advise on:

- Issues of technical significance that will affect large numbers of staff
- Security threats, both physical and electronic

- Levels of availability of educational technology resources in relation to user needs
- Maintenance of strong relationships with internal stakeholders and external providers and
- Making recommendations to the Helpdesk and Support Manager on potential educational technology service improvements.

Administrative Skills

- Time management and task prioritisation skills and the ability to switch between tasks quickly
- Effective verbal and written communication skills, including the ability to write concise informative process documentation
- Natural ability to record and report work completed day-to-day
- An ability to track issues through electronic means and take
- Take responsibility for their resolution
- An understanding of the educational context.

Technical Skills

- High level experience with office and communications software
- Experience working with operating systems, especially Windows
- Electronic file management
- Practice of documentation writing
- Experience working with an issue tracking system
- Confident experience working with networking and Microsoft management tools (desirable)
- Experience working with learning management systems (desirable).

Qualifications and Experience

- Diploma or Degree in Computer Science, Computer Engineering or equivalent training
- 1 to 3+ years of demonstrated experience supporting users of technologies.

Personal Qualities

- Exemplary customer service skills, both in face-to-face and over-the- phone communication even when working with frustrated staff or students
- The ability to think through problems and look ahead at what will
- Improve the functionality of the system
- A propensity to remain level-headed under pressure
- A positive attitude to working in a varying and challenging environment
- Strong levels of initiative and proactivity
- The ability to learn quickly and apply new knowledge conscientiously.

Other Qualities

- Have a personal appearance and demeanour which represent the School in a positive way
- Ability to work as part of a team and individually as required
- Understanding of work health and safety, and implement good practices in their role
- Fully embrace and support the Christian ethos and practice of Meriden
- Loyalty to the School and the Principal.