



St Ursula's Convent School

A Humanities College and Teaching School

JOB DESCRIPTION: 1st Line Support IT Engineer

Monitor and act accordingly to the IT needs and requirements of staff and students of St Ursula's Convent School and maintain, improve the teaching and learning.

Reporting to:	Director of Curriculum & Assessment
Hours:	35 hours per week, full time Monday – Friday 08:00-16:00
Grade:	Scale 2 – Scale 4 (depending on experience)
Salary:	£21,408-£24,258 (depending on experience)

Main Duties

- To monitor and respond to all tickets which are logged via the helpdesk. Where needed escalate the tickets for further support.
- To ensure each classroom's IT is maintained and ready to be used. This includes projector maintenance, lamp/projector replacement, projector configuration, interactive whiteboard connectivity and audio.
- Installation of new printers both in required rooms and on the server.
- Maintenance of staff devices, both software and hardware are working to ensure lessons can be delivered.
- Maintenance of student devices. This will require termly checks on all student devices to ensure they fully function for students to use.
- Ensure new and existing accounts are working within the school's local domain, management information system.
- Maintain the school's Google Suite environment and ensure all confirmed staff, student and parent accounts have access.
- To install any locally required software, which has been tested and will not affect the performance of the device or have a negative impact of the network.
- Be able to re-image any device using the school's reimaging solution.
- To go to market and gather quotes to present to the school and assist in filling out purchase orders on the school's behalf.
- To support the staff in low level training which will help their knowledge and use of IT within the school.
- To act accordingly and respond quickly to any abuse to the IT infrastructure, reporting both to Covue IT and the school contact.
- In dealing with members of the school community to be mindful of the school's Catholic ethos and its Equal Opportunities policies.
- In discharging the duties of the post have regard to the provision of the Health and Safety at work legislation.
- Carry out any other duties commensurate with the role and grade of this post.

All job descriptions are subject to review and modification according to changing needs and circumstances
Normal work pattern subject to change to meet the needs of the school

ST URSULA'S CONVENT SCHOOL		
PERSON SPECIFICATION		1 st Line Support IT Engineer
	Essential	Desirable
Qualifications / Training	<ul style="list-style-type: none"> • Good general standard of education • Good numeracy / literacy / ICT skills (GCSE grade C or above or equivalent) • IT technical qualifications 	<ul style="list-style-type: none"> • Safeguard training
Specific Skills, Experience and Knowledge	<ul style="list-style-type: none"> • Experience of providing high quality 1st line technical support • Experience supporting & maintaining with Internet filtering systems & firewalls • Experience supporting AV equipment e.g. projectors, whiteboards, touch panels, and simple audio systems • Experience working with systems management systems • Experience working with network switches, routers and managed wireless systems • Experience of supporting and configuring cloud systems such as Microsoft Office 365 and Google Workspace for Education • Experience of setting up and maintaining devices • Appreciation of how ICT can be used to support learning both the classroom setting and in independent learning • Troubleshooting skills, backed by a clear, analytical approach to problem solving • Excellent organisational skills • Ability to prioritise workload and to work to, and meet, deadlines • Ability to problem solve • Ability to work accurately under pressure in a very busy environment and adapt quickly and effectively to changing circumstances/situations. • An ability to use own initiative, work independently and also as part of a team • Knowledge and awareness of the importance of confidentiality and data protection 	<ul style="list-style-type: none"> • Working knowledge of educational software and systems • Experience of working with and Google Workspace for Education and Chromebooks • Experience of working with a helpdesk system

	<ul style="list-style-type: none"> • An understanding of the ethos of a school 	
Personal Qualities	<ul style="list-style-type: none"> • Excellent record of punctuality and attendance • Good interpersonal skills with children and adults. • Smart professional appearance • Discreet and confidential manner • Motivated, enthusiastic and flexible • Effective time management skills • Awareness and commitment to equality and diversity, health and safety and safeguarding. • Supportive of the School's Catholic Ethos 	<ul style="list-style-type: none"> • Desire and potential to progress to further promotion