
Belfairs Academy



Job Description IT Technician



IT Technician

Post title	IT Technician
Reporting to	IT Manager
Job Purpose	<p>Main Purpose</p> <ul style="list-style-type: none"> • To provide an Information Technology single point of contact for all Staff and Students within the Academy ensuring timely resolution of all issues. • To contribute to a culture of continuous improvement in all services provided. • Day to day management of the Academy's IT and Reprographics Help Desk. • To analyse each Help Desk issue on arrival, to assess the correct course of action by delegating to self or the most appropriate member of the team. • To monitor the progress of issues ensuring timely resolution or escalation as necessary. • To contribute to the creation and subsequent delivery of internal Service Level Agreements • To liaise with and ensure timely delivery of second line support from supplier companies. • To understand and comply with all Academy policies and procedures • To attend and fully participate in the Academy's performance management system • To ensure all work is carried out in a safe and diligent manner • To undertake additional duties as and when requested by line manager
Skills	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Good knowledge of all Microsoft related products and services • Apple Mac OS • Ability to meet deadlines • IT industry knowledge • Problem solving skills
General	<ul style="list-style-type: none"> • Be aware of and comply with policies and procedures relating to child protection and confidentiality, reporting all concerns to an appropriate person • Contribute to the overall ethos/work/aims of the Academy • Appreciate and support the role of other professionals • Attend relevant meetings as required • Treat all users of the Academy with courtesy and consideration • Present a positive personal image, contributing to a welcoming Academy environment which supports equal opportunities for all • Comply with health and safety policies and procedures at all times • Promote and ensure the health and safety of students, staff and visitors (in accordance with appropriate health and safety legislation) at all times