

## Duties:

The main duty is to support all staff and pupils across all schools to ensure timely responses to ICT and AV issues as they arise.

Duties will include :

Providing support to staff and pupils for Windows 7, Mac OS X, and Apple iOS operating systems.

Managing basic Active Directory data including user accounts, groups, computers, etc.

Create and implement system upgrades and client images for deploying across network with System Centre Configuration Manager

Providing solutions to user problems

Printer repair, maintenance, replacement of supplies, re-ordering when necessary.

Maintaining audio visual equipment in good working order, maintaining data projectors and interactive whiteboards.

General classroom ICT support.

## Technical Requirements:

The ICT Technician is expected demonstrate practical problem solving skills, learn quickly, and use initiative as required.

Ideally the candidate will have good knowledge of the following areas :

Windows server and client systems, and Apple clients.

TCP/IP Networking and network services, such as DNS, and DHCP.

Microsoft Office and Adobe software suites.

IT Hardware and repair

Rebuilding of Laptop/PC Systems.

General printer technology, diagnosis and repair.

Installation of Operating System, Service Packs, System Updates, device drivers & Applications.

Filter cleaning and lamp replacement on classroom projectors