

## EUROPA SCHOOL UK

### IT Technician/Administrator Job Description

The IT Technician/Administrator acts as a first point of contact for IT related information for school staff. He/she is responsible for the effective operation of all computers and networks, installation, maintaining, troubleshooting and upgrading computer hardware, software, personal computer networks, peripheral equipment and school electronic mail systems and to assist with other administrative and technical problems as appropriate in order to support the activities of the school.

Reports to: Principal

#### Duties and responsibilities

1. Provides an efficient, professional and friendly service for school staff on IT matters.
2. Installs, configures and upgrades operating systems and software. Ensures that school equipment and software is suitably protected.
3. Sets up, maintains and removes users. Shares files as required for use by administration, teachers, students, governors and outside (e.g. DfE, OCC, ES) use.
4. Installs, assembles and configures computers, monitors, network infrastructure and peripherals such as scanners, printers, projectors and other related hardware; pulls cables and rewires or directs the rewiring of cables as required for new installations.
5. Troubleshoots problems with all computer systems, including troubleshooting hardware and software, network, email and peripheral equipment problems.
6. Is familiar with the network infrastructure (cable and patch panels, hubs, switches, router) and keeps track of any damage to it.
7. Hears and resolves complaints from staff regarding any IT technical problems.
8. Makes repairs and corrections where required.
9. Liaises with:
  - designated person responsible for the maintenance of the inventory
  - external support agencies to resolve problems speedily
  - vendors regarding ordering new equipment
  - external suppliers for the repair of equipment under warranty or maintenance contract
  - designated person responsible for portable appliance electrical safety testing.
10. Assists school staff in the use of software, including word processing, spreadsheets and the school management information system; provides instruction or written documentation where required.
11. Assists with the planning, design, research and acquisition of new or upgraded software and hardware systems and maintains current knowledge of software, hardware and network technology.
12. Performs related duties as required.

Europa School UK has a largely open source approach and the IT Technician/Administrator should be competent in this area. Some services also require Microsoft software.

The servers make use of virtual machines and include:

- An LTSP server with clients including dedicated thin clients and recycled PCs
- Furlong's SchoolBase MIS, largely maintained by Furlong
- An e-mail server currently reliant on Exchange but to be migrated to open source
- A document server accessible securely both on and off site
- A printer server which should enable control of photocopying/printing
- An IP phone system

With the opening of the secondary school in September 2017, the appointee to this post will be involved in decisions on student device implementation. There will also be a gradual process of classroom AV/IT refurbishment.