

ICT TECHNICIAN

JOB DESCRIPTION

Reports to: Director of ICT

ABOUT JOHN LYON

John Lyon is an academically selective independent day school, based in Harrow-on-the-Hill in North West London. Having educated boys from Harrow and surrounding areas since 1876, John Lyon welcomed its first girls as pupils in September 2021. The School is also moving from being a senior school to an all through 2½ -18 school with nursery, thanks to a 2020 coming together with Quanton Hall School in central Harrow.

Academic excellence is at the very heart of what pupils who study here seek to achieve. Pupils' academic standards and personal development were both rated the highest possible 'excellent' in our recent school inspection.

John Lyon pupils also gain from their time outside the classroom. The School has a strong reputation for opportunities and success in Music, Art, Drama and Sport. Add to this an exciting Co-Curricular Programme focusing on a sense of community, achievement and wellbeing, a range of more than 100 extra-curricular activities, and pastoral care that is second to none, a John Lyon education is designed to nurture high-achieving and happy children.

The John Lyon School campus is spread across six buildings at the senior school, the Quanton Hall school site, and a 25-acre mixed sporting facility in Harrow-on-the-Hill and is part of John Lyon's Foundation. We have a clear set of values that are vital to our community. These values shape who we are, what we do and how we do it.



AMBITION



EXCELLENCE



INNOVATION



RESOLVE



HERITAGE



COMMUNITY



CREATIVITY



ENQUIRY

THE DEPARTMENT

The IT department currently comprises four staff who are responsible for the development, support and maintenance of both the John Lyon and Quinton Hall Schools' computing, network, audio-visual and telephone facilities. There are over 200 Desktop PCs, 700 Laptops & 25 Servers spread over 2 sites and around 15 buildings. The ICT Technician role is to support a growing IT infrastructure between the 2 schools and will include supporting 600 pupil one-to-one School Managed Devices.

THE ROLE

We are looking for an enthusiastic and friendly individual to provide our staff and students with excellent IT Support.

PRINCIPAL RESPONSIBILITIES

- Provide friendly and efficient Service Desk Support to staff, pupils and guests for both IT and audio-visual equipment across both School sites as required
- Provide 2nd line Support and Training to the ICT Support Technician;
- Assist in the operation of the IT Service Desk, accurately recording user requests in the service desk system
- Prioritise, diagnose and resolve day to day problems relating to hardware and software in a timely manner
- Assist in the acquisition of computer peripherals and consumables necessary in the day to day operations of the school's computer equipment
- Understand Azure AD, Intune, Autopilot and scripts.
- Install, administer and support school printers and networked photocopiers
- Install, configure and support Audio-Visual equipment and requests (projectors, screens, smartboards, Promethean Boards, media recording, conference room equipment and communications devices)
- Administer network user accounts
- Provide first level support for networking and application issues, escalating complex problems as appropriate
- Assist in the documentation of policy and procedures as needed by the Director of ICT
- Liaise with suppliers and external support services
- Maintain a safe and clean working environment;
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- Participate in specific special projects as required;
- Participate in regular team meetings and provide feedback.
- To attend whole School events, e.g. Open Days, Speech Day, etc.
- Perform any other duty as are reasonably requested by the Director of ICT.
- Assist the school in using its VR systems

It should be noted that a job description is not an exhaustive list of activities, and employees may be asked to carry out other duties commensurate with the grade of the post. The job description may also be amended to take account of changed circumstances, and employees will be consulted if this is necessary.

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PERSON SPECIFICATION

In making an appointment at John Lyon we look for the person who, during the selection process, best demonstrates their skills and abilities as follows:

	ESSENTIAL	DESIRABLE
EDUCATION & KNOWLEDGE		
Formal IT qualifications or certifications such as: ITIL, CCNA, Microsoft or equivalent		X
Good technical knowledge of SharePoint, Sophos, Intune/Autopilot, Ad Group Policies, Impero.		X
Some technical knowledge of educational applications		X
Knowledge of Microsoft Surface Books		X
EXPERIENCE & SKILLS		
Strong experience using and troubleshooting Audio & Video equipment in combination with communication tools	X	
Working knowledge of desktop and laptop hardware components	X	
Experience of Windows Active Directory Users and Computers	X	
Good working knowledge of SharePoint, OneDrive, MS Teams in Education, safeguarding software, MIS.		X
Proven incident / problem solving skills with the ability to permanently resolve and the use of LAN to locate, identify and resolve user problems.	X	
The ability to prioritise and plan work to ensure that deadlines are achieved, and urgent ad-hoc work is accommodated	X	
Excellent communicator with good administration skills	X	
Able to maintain a high degree of accuracy and attention to detail	X	
Experience of installing Windows 10 using Autopilot & Intune		X
Proactive and self-motivated	X	
Working knowledge of 3D printers and laser cutters		X
Expert knowledge of standard desktop software including Office 365, Exchange, Azure AD and educational	X	

It is the post holder's responsibility to promote and safeguard the welfare of children and young persons for whom they are responsible, or with whom they come into contact, and to adhere to and ensure compliance with the School's Child Protection Policy Statement at all times. If, in the course of carrying

out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of pupils in the School they must report any concerns to the School's Designated Safeguarding Lead.