

	IT Support Officer		IT
	<p style="text-align: center;">08:00 to 16:30 or 08:30 to 17:00 (on weekly rota) - 08:30 to 17:00</p> <p>The IT team will be required to provide on-site support to key events and on-call services from time to time which means some out of hours working will be required.</p>		
	IT Manager		N/A

<p>Microsoft 365 user administration.  Microsoft 365 use in the classroom (i.e. Microsoft Teams/SharePoint).  MS Windows desktop operating systems.  Support and maintenance of IT hardware including desktops, laptops, tablets and class display screens.  Experience of supporting the Adobe Creative Suite.  Demonstrable exceptional customer service/people skills.  Demonstrable ability to create and maintain high quality documentation for technical team and end users.  Demonstrable knowledge of Data and Cyber Security best practice.  Fluent and accurate written and spoken English.  Maintain high level of educational awareness by keeping up to date with school development plans, school policies, technical developments and trends in other schools.</p>	<p>Working in a school environment and school MIS systems (i.e. ISAMS).  Microsoft Active Directory (Azure and on-prem), Group Policies, AD Federation Services.  Remote support of users.  VOIP Telephony.  Cisco Meraki Network Management tools and configuration.  Managed Secure Release Network Printing.  Apple and other Mobile Device Management Tools (e.g. JAMF)  Apple operating systems, integration of Apple with Windows networks and Apple hardware.</p>

Driven and highly motivated team member, constantly striving for a high service culture.  
Possess excellent communication skills both written and verbal with a focus on quality in all formats.  
Able to communicate effectively with the whole school community from students to senior staff.  
Be able to work to deadlines and under pressure.  
Ability to manage workload, whilst ensuring high levels of quality and maintaining attention to detail.

