Queen's College, London

IT Support Officer

Job Overview

This post involves assisting the Network Manager in the routine daily operations of running a Windows 10 network with Windows 2008/12/16 servers across two schools. A significant aspect of the role will be to provide support to teaching staff, administrative staff and pupils. This role also acts as the primary IT support member for Queen's College Preparatory School. This position would suit someone who is adaptable, a team player, a strong communicator and enjoys a particularly varied role. The position offers excellent opportunities to develop technical expertise.

Main Duties and Responsibilities

- To diagnose and resolve software and hardware incidents, including operating systems (Windows and Mac) and across a range of software applications.
- To assist all our users with any logged IT related incident when required.
- To take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the user as soon as possible.
- To accurately record and update documentation.
- To install and configure new IT equipment.
- To resolve incidents and upgrade different types of software and hardware.
- Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues and pupils.
- To be a highly motivated team player with the skills and ability to manage changing priorities.
- To create, maintain and publish relevant support documentation in order to assist all staff and pupils in the quick resolution of their incidents.
- To perform regular server checks.
- Set up new user accounts and profiles and resolve password issues.
- Troubleshoot system and network problems.
- Maintain daily backups.
- Set up projectors when required.
- Install, configure and maintain mobile devices.
- Update school websites via CMS as requested.
- Deputise for the Network Manager, when required.
- To undertake additional tasks as reasonably required by the Network Manager.

Person Specification

Attributes	Essential Requirements	Desirable Requirements
Education/ Qualifications	Degree level or relevant IT qualifications	Microsoft qualifications
Knowledge/ Experience	Minimum of 2 years' experience working in an IT support role Working knowledge of Active Directory Confident in using Microsoft Office, Office 365 admin, internet browsers and Windows operating systems Excellent IT skills and computer literacy Understanding of backup infrastructure Strong understanding of IP, DHCP and DNS Understanding of Windows server	Experience of the following:- - Hyper-V - Veeam backup - Sophos firewalls - VLANs - Microsoft SQL server - Apple Mac OS - Mobile device management Previous experience of working in a school environment
Skills/Personal Requirements	Excellent organisational skills Ability to communicate effectively with staff and pupils in a professional manner, face to face, on the telephone and in writing Ability to demonstrate practical troubleshooting and problem analysis techniques Ability to plan and prioritise workload without supervision Good attention to detail and ability to show initiative Willing to work flexibly and with enthusiasm Ability to work in a team and form productive, supportive & professional relationships with all colleagues Ability to delegate appropriate jobs to junior IT colleagues	