



CAYMAN PREP AND HIGH SCHOOL

JOB DESCRIPTION

IT Technician

Purpose:

The IT Technician role is a whole-school position responsible for providing comprehensive end-user support for school software and hardware systems. This individual will work within the IT Team to ensure that all digital devices, including Windows 11 laptops and desktops, Android/Apple tablets, and classroom technology, are fully operational for staff and students. The role requires a proactive individual with an interest in Audio-Visual technology to support school-wide events and productions.

Reporting to: The IT Systems Manager

Liaising with: All staff and students throughout both schools, external vendors and service providers.

Main Duties and Responsibilities

- **Endpoint Management:** Install, rebuild, and configure Windows 11 endpoints, laptops, and peripherals in accordance with school standards.
- **IT Maintenance:** Provide dedicated support and routine maintenance for IT lab, ensuring it is ready for daily instructional use.
- **Troubleshooting:** Meet with users promptly to resolve their classroom technology issues by closely monitoring the ticket system.
- **Classroom Technology:** Provide expert troubleshooting, maintenance and updating for Promethean Smart boards installed in every classroom.
- **Mobile Device Support:** Manage, support and regularly check the class sets of Windows, Android, and Apple tablets in the Primary School.
- **Audio-Visual (AV) Support:** Provide technical setup and live support for AV systems in the School Hall during seminars, lectures, and school productions. Maintain and troubleshoot hall sound systems, projectors, and lighting interfaces.
- **Liaison with External Providers:** Act as a point of contact (with the approval of the IT Systems Manager) with the external company handling network infrastructure, server support, and cybersecurity, and printing; report and escalate connectivity or security issues as they arise.
- **System Monitoring:** Perform daily system monitoring tasks, including managing the IT Support Ticketing system to ensure all user faults/issues are resolved efficiently. Escalate support on tickets when necessary.
- **Software Support:** Assist staff and students with a wide variety of applications, including Windows 11, the full Office 365 suite, and administrative/teaching software products.
- **Inventory:** Maintain an updated inventory of all digital equipment, software and AV hardware.

Other Responsibilities

- Provide hardware support including fixing screens, hard drives, and repair of peripherals.
- Monitor and maintain the wireless network ensuring all users can access the Internet securely.
- Report to, update, and advise IT Systems Manager on critical issues effecting the whole of the school.
- Provide software assistance for various applications including Windows OS, school specific software, and Office 365

Qualifications and Required Skills

- **Experience:**
 - A minimum of two years' experience in a similar position in an enterprise IT environment or in education.
- **Technical Proficiency:**
 - Advanced troubleshooting skills for Windows 11, Android, and iOS platforms.
 - Experience with Microsoft 365 administration, including user management, Exchange, Intune, and OneDrive.
 - Experience with Smart board technology.
- **Communication:** Exceptional customer service and communication skills are essential for supporting a diverse community of staff and students.
- **Independence:** Ability to work independently, manage multiple priorities, and operate effectively in an "on-call" environment for special school events. Be prepared to move between campuses to support the IT function, at the direction of the IT Systems Manager.
- **AV Interest:** A demonstrated interest or experience in theatrical or lecture hall AV systems (sound desks, mixers, and projection) is advantageous.

Essential and Desirable Certifications

- **Essential:**
 - Microsoft 365 Certified: Fundamentals
 - CompTIA A+
- **Desirable:**
 - Microsoft 365 Certified: Teams Administrator Associate.
 - Endpoint Manager (MD-101)
 - Bachelor's degree in information systems, Computer Science, or Electronic Engineering.

All Staff Are Expected To

- Always maintain a high level of confidentiality regarding student and staff information and related school matters.
- Support the Christian Principles as well as the aims and ethos of the school, for example, setting good examples in terms of dress, punctuality and demeanour.
- Uphold the school's behaviour code, uniform requirements and other regulations.

Safeguarding

In accordance with the school's commitment to follow and adhere to the School's Child Protection Policy and Procedures and all other relevant guidance and legislation in respect of safeguarding children, you are required to demonstrate your commitment to promoting and safeguarding the welfare of children and young people in the school. All staff are required to maintain appropriate professional boundaries in relationships with children and with all members of the school community and outside agencies, and exercise sound professional judgment, which always focuses upon the best interests of the students and the school. You must understand and carry out your duties in accordance with the responsibilities of being in a position of trust and always dispatch your duty of care appropriately. You will always be expected to present a consistently positive image of the school and uphold public trust and confidence.

This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future.

Post Holder Signature: _____ Date _____

Post Holder Print Name: _____

Business Manager _____ Date _____