



JOB DESCRIPTION:	Junior IT Assistant
REPORTING TO:	ICT Lead/DHTPO

The Junior IT Assistant will provide technical assistance to our staff, students and parents, install and configure hardware and software, and maintain our computer systems.

RESPONSIBILITIES

- Provide technical assistance to staff on hardware and software issues
- Install, configure, and troubleshoot hardware and software
- Monitor and maintain computer systems and networks
- Provide system administration and maintenance
- Respond to and diagnose technical hardware and software issues
- Research and recommend new technologies
- Create and maintain documentation of technical processes
- Follow up with users to ensure their technical issues have been resolved
- Assist in overseeing and maintaining the school's social media platforms.
- Any other duties assigned

Qualifications and Experience
• Bachelor's degree in information technology, Computer Science, or related field • Prior experience providing IT support services. • Knowledge of hardware and software installation, troubleshooting, and maintenance • Able to diagnose and resolve technical issues • Excellent communication and interpersonal skills • Able to work independently and as part of a team • Able to prioritize tasks and manage multiple projects simultaneously • Knowledge of Windows and Mac operating systems
Other Requirements
• Commitment to upholding and promoting the ethos and values of the school • Respect for all members of a school community, irrespective of position, gender, age and ethnic background • Confidentiality and Integrity • A flexible, adaptable outlook. • A team player who enjoys working closely with a diverse range of people. • Commitment to continuing development of both personal and others professional and technical skills. • Proven capability to work under pressure and deliver benefits in a service environment. • Possesses basic audio-visual skills to assist with school event coordination • Significant knowledge and experience of: ✓ Enterprise level network design and implementation using Juniper/Cisco routers, switches and firewalls ✓ Enterprise scale Wi-Fi design, deployment and maintenance with Aruba ✓ VPN technology ✓ IT security ✓ Evaluation and assessment of new technologies ✓ Scripting / programming language (Python) ✓ Linux