



George Heriot's School

Founded 1628

Job Description

Job Title: IT Technician
Responsible to: IT Infrastructure and Cloud Services Manager
Hours of Work: 37 hours per week, Monday to Friday

Summary

The IT Technician is primarily responsible for the management, support and deployment of PCs, laptops, iPads, printers, phones and software across the school. The position is based within the IT Department, which manages the network infrastructure and cloud services, and supports staff and pupils in a key area of the school's provision.

George Heriot's School utilises a Cisco/Meraki network, VMware virtualisation, Windows Servers and Windows 11 clients. Microsoft Windows Active Directory, Entra ID, Intune and Microsoft Office 365 are used across the school and managed by the IT Department.

Main Duties

Responsible to the IT Infrastructure and Cloud Services Manager, day-to-day duties will include:

- Diagnose and resolve technical problems related to hardware, software and network connectivity.
- Use the helpdesk ticketing system to manage and track support requests efficiently.
- Answer incoming calls and provide technical assistance to resolve IT related issues.
- Supporting teaching and support staff with the use of various software packages used throughout the school, such as Microsoft Office 365 and a variety of education packages.
- Create and maintain clear and concise user guides.
- The use of Intune for the management of systems and deployment of software.
- The use of SCCM for the deployment of operating systems and software.
- Management and maintenance of PCs, laptops, iPads, e-mail, interactive displays, and printer problems at multiple locations throughout the campus (117 classrooms plus offices).
- Supporting the VoIP telephone system and its users.
- Work flexibly during busy times of the year in line with project development and business requirements.
- Moving and transporting all types of IT hardware around campus, particularly during the school holiday periods, in line with hardware replacement schedules. Some heavy lifting will be required.

Education and Experience

- Educated to degree level in a relevant discipline or HND/ HNC level at minimum.
- Proven experience in an IT helpdesk or technical support role.

Preferred Qualifications

- CompTIA A+, or other relevant certifications.

Skills and Attributes Required

- Ability to work individually and as part of a team.
- Forward thinking with the proven ability to use own initiative.
- Ensure high levels of customer satisfaction through effective communication and prompt resolution of issues.
- Willingness to undertake training and development in line with business requirements and growth.
- Strong knowledge of Windows operating systems.
- Familiarity with Microsoft Office Suite, email clients, and remote support tools.
- Excellent general IT technical skills.
- Basic understanding of networking principles and troubleshooting.
- Strong analytical and problem-solving abilities.
- Proficient in using helpdesk ticketing systems such as Zendesk, ServiceNow, or Freshdesk.

Additional Information

This post is considered Regulated Work with Vulnerable Children and/or Protected Adults, under the Protection of Vulnerable Groups (Scotland) Act 2007. As such, the successful candidate will be required to gain membership of the PVG Scheme.

George Heriot's School is governed by George Heriot's Trust, Scottish Charity number SC011463