

Job Description and Person Specification

Job title:	IT Operational Support Technician
Grade:	E
Hours:	37 hours per week – Monday to Friday
Responsible to:	System and Technologies Strategic Manager

Main Purpose of Job:

To assist in the maintenance and deployment of the school's ICT provision and to provide operational and technical IT support across the school.

Main Duties and Responsibilities

1. To monitor the security and efficiency of the school's networks and action remedial works as directed.
2. To maintain all ICT peripherals and equipment consumables within the school.
3. To provide operational, technical support to lesson, exams and school events
4. To configure and maintain all software applications including anti-virus software for consistent use.
5. To provide first line support to all staff and students as directed and in conjunction with the work request system.
6. To proactively manage the school's social media profile, ensuring timely, relevant and professional posts.
7. To assist in removing out of date material from the network and shared areas.
8. To monitor and regulate the use of the internet within the school in accordance with relevant policies
9. To undertake other duties appropriate to the grading of the post as required.
10. To maintain awareness of new developments in information and communication technology.
11. To monitor and achieve the efficient organisation of the work and storage areas and to ensure the cleanliness, safety and security of these areas at all times.
12. To be aware of and work in accordance with the school's child protection policies and procedures in order to safeguard and promote the welfare of children and to raise any concerns relating to such procedures which may be noted during the course of duty.
13. To be aware of and adhere to applicable rules, regulations, legislation and procedures including the Schools Equal Opportunities Policy and Code of Conduct, national legislation (including Health and Safety, Data Protection).



14. To maintain confidentiality of information acquired in the course of undertaking duties for the department.

15. To be responsible for your own continuing self-development, undertaking training as appropriate.

Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<u>Relevant Experience</u>	Can confidently use a Windows PC/Laptop	At least 1 years experience of working in a technical support role within an ICT setting.	Application form/ interview.
<u>Education & Training</u>	A minimum Level 2 qualification (NVQ, GNVQ or GCSE grade C/4 or above) in English and Math's.	Level 3 qualification (NVQ, AVCE or 'A' Level) in a subject related to ICT	Application form.
<u>Special Knowledge & Skills</u>	Working knowledge of common Microsoft applications. Confident working on fragile and sensitive hardware components. Problem-solving skills. Organisational skills.	An interest in maintaining and repairing mobile devices. Experience with manual handling and working at height	Application form/ interview.
<u>Any Additional Factors</u>	Self-motivated with the ability and willingness to learn new tasks. A can-do attitude and calm under pressure. Enjoys working with children/young people. Ability to work on own initiative and as part of a team. Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people.		Interview.

The Recruitment Process

Application

Applications must be received no later than **9.00am on Tuesday 30th September 2025**. Applications received after this date will not be considered.

Shortlisting

Shortlisting will be finalised on 30th September 2025. Shortlisted applicants will receive an email inviting them to interview. References will be taken up upon acceptance of interview. Please ensure you indicate clearly on your application form if you are happy for us to do so.

Interview Process

Interviews will be held **Thursday 2nd October 2025**. Applicants may also be asked to undertake a practical test related to the knowledge and abilities in the Person Specification.

Feedback

Unsuccessful shortlisted applicants will have the opportunity for professional feedback during the week following the interviews.

Taking up post

The successful applicant will take up the post as soon as possible.

Additional information

For further information, please contact Becky Withers, HR Manager by email bwithers@penryn-college.cornwall.sch.uk

Safeguarding

Penryn College is committed to safeguarding and promoting the welfare of children and young people and expects staff and volunteers to share this commitment. The successful applicant will be subject to an Enhanced DBS and barred list check.

We reserve the right to interview prior to the closing date should an exceptional candidate apply.