



**Harrow Way Community School**  
**Harrow Way, Andover, Hants, SP10 3RH**  
**Tel: 01264 364533**  
**adminoffice@harrowway.hants.sch.uk**  
**www.harrowway.hants.sch.uk**

***“Harrow Way continues to be a good school. Senior and Middle Leaders are resolute in ensuring all pupils make good progress. A dedicated group of staff, led by an exceptional Headteacher.” Ofsted May 2017***

## **IT Technician**

37 hours per week - 40 weeks (term time plus 1 week)  
Grade C - £18,426 - £19,407 (full time equivalent)

An opportunity exists to work in a friendly, hard-working school environment as an IT Technician.

The duties and responsibilities for this role include:

- Work with the schools IT team to deliver excellent first line technical support to staff and students across the school, resolving basic issues and working with the rest of the team and external providers as necessary.
- Act as first line support to the Primary Schools that the school provides an IT Support SLA, taking telephone calls, e-mails and support tickets. Work remotely where possible, or directly on site with our supported schools where necessary, to resolve issues and perform maintenance as required.
- Assist with day-to-day network management tasks including user and password management, access requirements, software and hardware requirements.
- Assist with lifecycle management of IT hardware, including specifications, purchasing and provisioning of new equipment, asset management, ongoing support and ultimately decommission and disposal.
- Assist with upgrade projects, both hardware and software.
- Provide training to users where necessary, including demonstrating best practice and providing suitable documentation.
- Assist with regular maintenance of IT hardware, including repair and ongoing management.

The ideal candidate will be self-motivated, quick thinking and able to work without supervision.

Prospective applicants are most welcome to visit the school. For an informal discussion regarding the post, or to arrange a visit, please contact Mrs Tracey Roberts, School Business Manager, via email or on the above number. Application packs are available from the school website **www.harrowway.hants.sch.uk**.

Closing date: 30<sup>th</sup> January 2020  
Interview Date: to be confirmed

Harrow Way Community School and Hampshire County Council are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to Disclosure and Barring Service checks along with other relevant employment checks.