



KING WILLIAM'S COLLEGE

IT TECHNICIAN Job Description

Role Overview:

As an IT Technician, you will be responsible for maintaining and supporting the company's IT infrastructure, providing first-line support to staff and students and ensuring smooth daily operations of all hardware, software and networking systems. Your technical expertise will be crucial in troubleshooting issues, setting up new and supporting existing systems, whilst also assisting with IT projects.

Key Responsibilities:

- Provide on-site and remote technical support for end-users, troubleshooting hardware, software, printers and network-related issues.
- Set up and configure new computers, workstations, and other technologies.
- Install and update software applications, operating systems, and security patches.
- Manage user accounts, access controls, and permissions in accordance with company policies.
- Assist with the maintenance and repair of hardware, including desktops, laptops, printers, and servers.
- Ensure the security of the network and devices by monitoring antivirus software and firewall settings and logs.
- Support the management and configuration of company servers, storage, and backup systems.
- Assist with IT inventory management, including tracking hardware and software assets.
- Contribute to IT projects such as system upgrades, migrations, and network expansions.
- Provide guidance and training to staff on IT best practices, security protocols, and troubleshooting techniques.
- Stay up-to-date with the latest technology trends and IT industry developments.

Requirements:

- Proven experience as an IT Technician or similar role in an IT support environment.
- Strong knowledge of Windows and macOS operating systems.
- Experience with networking and basic network troubleshooting.

- Proficient in hardware troubleshooting and repair, including desktops, laptops, and peripherals.
- Familiarity with software installation, configuration, and patch management.
- Knowledge of IT security principles and tools.
- Excellent communication and interpersonal skills with the ability to explain technical concepts to non-technical users.
- Pro-active and able to work well under pressure and to schedules and timetables
- Passionate about resolving issues and with excellent problem-solving skills and the ability to work independently or as part of a team.
- Must be approachable and able to work to time management deadlines
- Relevant certifications (e.g., CompTIA A+, Microsoft Certified IT Professional, Network+) are a plus.

Desirable Skills:

- Experience with cloud-based services (e.g., Microsoft 365).
- Familiarity with virtualization technologies (e.g., VMware, Hyper-V).

What We Offer:

- Competitive salary and benefits package.
- A collaborative, friendly, and innovative work environment.
- Free parking.
- Free lunch when school kitchen is operational
- A chance to make a real impact in a close friendly community.