



JOB DESCRIPTION

JOB TITLE:	IT Customer Service Assistant
GRADE:	Grade B
WORKING WEEKS/ HOURS:	39 weeks; 30 hours per week
TIMES WORKED:	Monday–Friday, 9.30am-4.00pm
BASE:	Genius Bar, Block 2

ORGANISATIONAL ARRANGEMENTS:

Job holder:

Reports to: IT Systems Manager

GENERAL STATEMENT

To represent Wildern School in a positive manner and to treat all visitors with respect, courtesy, and consideration, to ensure that every effort is made to satisfy reasonable requirements and assist in the maintenance of an attractive, welcoming campus.

To carry out duties correctly and promptly in a good working atmosphere and to assist in the creation of a safer environment by adhering to Health and Safety Regulations and agreed Codes of Practice for Wildern School employees. Attendance at training courses may be required as part of professional updating.

JOB PURPOSE

The holder of this post will work on the Genius Bar, supporting staff and pupils over the counter and on the phone. The staff member must have a friendly and approachable demeanour and be able to reliably communicate information to other IT team members using the ticket system. The holder of this position will be expected to have basic IT knowledge and must be able to perform basic tasks such as changing passwords. More complicated jobs that come to the Genius Bar will be passed to the IT Technicians via the IT Helpdesk.

RESPONSIBILITIES/ACCOUNTABILITIES:

- Support Wildern School staff and pupils from the Genius Bar located in Blk2.
- Service IT queries over the telephone, in person and via the IT Helpdesk.

- Carry out simple first line support tasks. E.g. Resetting passwords, adding entries into team calendars.
 - Creating tickets in the IT Helpdesk for the IT Technicians to process.
 - Monitor stock levels on Genius Bar and relay this information to the Senior IT Technician.
 - Operate IT equipment booking system.
 - Issue booked equipment out to pupils and staff.
 - Complete daily/weekly audits on equipment and stock.
 - Report any equipment defects to the Senior IT Technician.
 - Ensure the Genius Bar remains tidy and presentable.
 - Uploading posts to all Wildern social media platforms.
 - Creating posts for Wildern social media platforms.
 - Ensuring a consistent approach to Wildern branding on social media platforms.
 - Creating a calendar of key national, international and school events that are promoted throughout the year on social media.
 - Supporting parents with issues relating to Wildern accounts e.g booking parents evening appointments online
-

NOTES

- The School and site is open between the hours of 6.30am and 10.30pm and Support Staff may be asked to carry out their duties during these hours in order to meet the operational needs of the school. Those staff who may be asked to work outside these times will have a note to that effect in their job description.
 - Hours of work/designated lunch times may be subject to change for operational reasons.
 - All applications for leave of absence, claims for additional hours, changes to published hours of working, etc. should be agreed and processed via the ICT Manager and Headteacher to enable records to be kept.
 - If, at the time of interview for a post, an applicant has already booked a holiday (or other event), then that will be honoured up to six months after the starting date.
 - No other holidays will be granted during term time without a very **exceptional** reason. Notice must be given in writing at least 6 working weeks in advance.
 - In exceptional cases where time off is granted it will either be as
 - (a) unpaid leave, or
 - (b) time made up in lieu (by negotiation).
 - There are other occasions when the Headteacher may grant leave (unpaid or time made up in lieu)
 - (a) Overtime has been worked by agreement with the Headteacher.
 - (b) To attend a special event e.g. graduation.
-

FLEXIBILITY STATEMENT

The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

PERFORMANCE REVIEW (IPP)

All support staff undertake an annual Individual Performance Planning cycle (IPP) in line with school policy and practice. This post holder's IPP would be line managed and undertaken by the ICT Manager.

Date Prepared: May 2025

Prepared By: IT Manager

Date Reviewed:

Reviewed By: