



<b>Job Title:</b>	Upper School IT Admin Assistant & Trips Support
<b>Place of Work:</b>	Elizabeth College, Upper School, The Grange, St Peter Port.
<b>Employer:</b>	Bursar, Elizabeth College (on behalf of the College Board of Directors)
<b>Responsible to:</b>	The IT Manager
<b>Principle Functions:</b>	To support both the IT Manager and IT Support Technician with administrative tasks including maintaining the IT Support Helpdesk.

**Main Duties & Responsibilities (this list is not inclusive and may be reasonably varied as appropriate by the IT Manager):**

This position is primarily to provide administrative support to the College IT Department, but it also includes travel booking administration in support of College staff trip leaders.

In all of these and any subsequently allocated tasks, good organisational skills and efficiency will be expected. In the performance of your duties you will work closely with many other school staff with whom a close degree of mutual support and co-operation will be essential. The priority element of this role is IT Admin Support.

Your contract provides for working full time during term times plus one week outside of term time, which will normally be comprised of 3 days before the start of each new School Year, each INSET day, plus remaining days as required during the school holidays as directed by the IT Manager

This post is summarised under 4 main headings as shown below with typical tasks inserted for each:

**IT Office Receptionist**

- First point of contact for staff, students and parents contacting IT
- Taking messages from all sources to log in the helpdesk and/or pass on to IT staff
- Responsible for opening post and filing
- Purchasing
- Organising and stock taking of store cupboards

### **Helpdesk**

- Manage the day-to-day running of the Upper School Helpdesk
- Communicate to staff on behalf of the IT Manager and IT Support Tech
- Document fixes and maintain IT knowledge-base

### **Asset Management**

- Maintain the IT Asset Management database
- Maintain the IT PAT Testing schedule

### **IT Support Admin Assistance**

- Provide day-to-day administrative support to IT Manager and IT Support Technician including arranging digital textbook allocation, timetable data collection, general data inputting
- Parent Portal Admin – creating / formatting and uploading forms, school documents etc.
- Signing in/out of IT loan devices (laptops, projectors etc.)

### **Support to Trips**

- Provide administrative support to staff running trips and tours and, in particular, making all travel bookings as required.

**Person Specification.** The candidate will ideally have characteristics including:

- The incumbent will need to have excellent interpersonal skills with children, staff, parents and visitors with good telephone and 'face to face' manner
- Competency with MS Office, Outlook and Excel
- Be able to work as part of a small team in a high pressure environment
- A high level of tact, discretion and loyalty
- Flexibility with the ability to prioritise
- Willing to learn to use a wide range of IT systems
- A natural desire to present Elizabeth College in the best light at all times

### **Terms and Conditions**

- 30 - 36 hours per week (negotiable)
- 40 weeks per year (38 term time plus 1 week plus 1 week pre-term)
- Time off in lieu approved in advance