



Falkland Islands Government – Job Description

Job Title:	IT Support Technician		
Department:	Education	Section:	Education Dept
Reports to:	Director of Education		
Grade:	Falkland Islands Government – E1	Job Code:	251ITS

Overall Purpose of the Role:

To provide computer hardware, software, online, and technical support and ICT service delivery across all units of the Education Department to ensure the effective running of those units. To support the monitoring, development, maintenance, security and continuous review of the quality and effectiveness of ICT systems and operations.

The Education Department consists of five units, the Education Directorate office, FICS - Falkland Islands Community School, IJS&CE - Infant Junior School and Camp Education (6 remote locations in Camp), Falklands College, including the Christie Community Library, and Stanley House Hostel.

Key Role Activities:

Operational role: technical support, infrastructure and maintenance

- To provide 'first line' technical support to staff related to IT requirements to ensure that staff and students have a satisfactory, robust, reliable and secure IT environment.
- To install, test and configure new hardware and software, where appropriate.
- To manage, maintain and develop Education Department information systems
- To provide a range problem solving situations from the basic (printer jams and toner replacement) to major problems with the IT systems, data bases, or the department intranets.
- Provide technical support to facilitate online meetings, courses, assessments, assemblies, school performances and events etc., as required; be available in varied hours to support events as required.
- To provide support for all peripherals, such as desktop/mobile computers, telephones, devices, printers, projectors, IWBs, logging faults on the FIG helpdesk as required.
- To prepare the schedule and be responsible for maintenance of Education Department IT equipment, including annual test, service, reconfigure and upgrade, as necessary, of all computers from Camp Education (student and staff), and procurement of IT equipment for new teachers, ready for each new academic year.
- To handle delivery, unpacking, installation/storage of IT equipment; dispose of old / damaged equipment.
- To support the FIG IT team in their role, including supporting the maintenance of the department's network infrastructure and servers.

Networks

- Work with the FIG IT Dept regarding the Operating System, network and hardware support and to ensure that the IT needs of all units of the Education Department are met and appropriate back-up protocols are implemented
- To support, develop and maintain the Education Department's internet & intranet facilities, including its websites, finding solutions to breaks in access.
- To support and develop existing hardware/software systems to meet the curriculum and administrative needs of the Education Department.



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Key Role Activities:**Compliance**

- To support FIG's IT Dept to monitor hardware and software to ensure all software is licensed appropriately; security parameters are set up, virus checks are in place.

Administration

- Maintain IT account details, including adding and removing as staff join and leave; archiving user materials before removal of their user accounts; liaising with central FIG administration of accounts as necessary.
- Maintain comprehensive records of software, subscriptions and online services that the Education Department has subscribed to, ensuring renewals are budgeted for and calendared to avoid break in service and that copyright and licensing rules are maintained.
- Maintain records of the Education Department's IT equipment. Audit the Education Department's IT equipment in order to prepare annual budget requests.
- Support the FIG IT dept asset management of IT equipment.
- Prepare and submit annual IT orders based on needs of the department in fulfilling its core business. Handle IT orders from research, requesting quotes, ordering and receipt.
- Co-ordinate the ordering and stock control of consumable items such as projector lamps, etc.

Professional development

- Develop understanding and expertise in the use of specific educational hardware (especially Interactive Whiteboards) and software.
- Develop skills and the use of IT including web-pages and Education databases, such as SIMS.
- Work with the FIG IT Dept and within the Education Department to develop expertise, through formal and informal learning opportunities.
- Monitor the release of new educational software and hardware that may be relevant to subjects or phases.

General duties

- Ensure that professional conduct aligns with the values and staff code of conduct for the Education department.
- Ensure confidentiality at all times.
- Ensure that fair and equitable support is available to all units of the Education Department.
- Maintain productive and efficient time management during the working day.
- Maintain and develop a professional working relationship with all stakeholders and outside organisations.
- To comply with the Education Department's policies and procedures relating to child protection, health, safety, welfare, security, and confidentiality, reporting any concerns to the appropriate person.
- Be aware of safeguarding, engage with training, and promote the welfare of children. Report any concerns in line with the safeguarding policy.

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.



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Additional Information:

This is a pivotal role and essential in ensuring that the IT requirements of the schools and units within the Education Department and their data systems are effectively managed, maintained, and configured.

The post holder will work closely with the FIG's IT department.

During the lifetime of the role, the area of expertise will change as technology advances, therefore it is expected that the post holder will adapt and develop the role to meet changing needs.

This role is primarily based within schools and units where there are children and young people. As such it is considered a sensitive post. The post holder will be expected to complete safeguarding and children protection training as required.

Criminal Record Checks: (This post is regarded as a sensitive post)

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.

Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.



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Person Specification:	IT Support Technician		
Criteria	Essential	Desirable	Assessment Method
Qualifications and Training:			
Either - Qualified to degree level in a relevant subject + 2 years relevant work experience	✓		A / R
Or – Substantial relevant experience (e.g. 5 years) in technical role or a role that manages a complex data system	✓		A / R
Evidence of good standard in English and Mathematics (e.g. GCSE Grade C or equivalent).	✓		A
Ability and willingness to seek out & engage with training. Frequent training in specific areas is required to keep abreast of rapid development in hardware & software technology.	✓		I / R
Qualifications in an IT related area		✓	A
Knowledge, Skills and Experience:			
Ability to install and configure IT hardware and software	✓		A / I / R
Good knowledge of: <ul style="list-style-type: none"> At least one information system Microsoft Office Internet and social media Windows IT protocols and standards IT Troubleshooting 	✓		A / I / R
A basic understanding of the role of each unit in the Department	✓		I
Work experience within a school environment		✓	A / I / R
A high degree of familiarity with information technology used within the education sector, e.g. SIMS		✓	A / I / R
Procurement and budget management experience		✓	A / I / R
Capacity to multi-task and prioritise workloads	✓		I / R
Excellent verbal and written communication; ability to express ideas and give key messages clearly, concisely and effectively	✓		A / I / R
Excellent problem solving skills and the ability to think creatively about solutions and processes and suggest improvements	✓		A / I / R
Ability to maintain documentation for procedures and security	✓		A / I / R
Good knowledge and ability to be customer service orientated	✓		I / R



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Person Specification:	IT Support Technician		
Criteria	Essential	Desirable	Assessment Method
Knowledge, Skills and Experience continued:			
Methodical with attention to detail and the ability to enter data accurately	✓		A / I / R
Driving licence	✓		A
Personal Attributes:			
Commitment to the Education Department's ethos, aims and policies.	✓		I / R
An understanding and commitment to equal opportunities	✓		I / R
Demonstrated ability to work in a confidential manner and respect sensitivities of subject matter	✓		R
Excellent organisational skills	✓		I / R
Reliable, punctual	✓		R
Able to accommodate changes in priorities, and anticipate workload and plan ahead	✓		I / R
Ability to work unsupervised and motivated to use own initiative	✓		I / R
Enjoys working within a team and willing to help out and support others as required.	✓		I / R
Patient and methodical approach, with a high level of accuracy	✓		R
Level headed and copes well under pressure	✓		I / R
Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criterion on your application form.			

Method of Assessment:

A - Application Form

I - Selection Interview

R - Reference