JOB DESCRIPTION

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| Department: ICT Support | |
| Job Title: Senior ICT Technician | Band 8 |
| Responsible to: Trust ICT Manager | Date: February 2023 |
| Purpose of job:  To assist the Trust ICT Manager in providing an efficient and effective ICT service to staff and students in order to raise standards. To manage the day-to-day ICT support operations in your base school and to provide ICT support in other Trust schools, as required. | |
| Duties and responsibilities:   * Supervision and deployment of technician staff and provision of practical training. * Co-ordinate under the direction of the Trust ICT Manager the ICT Ticketing facility, taking appropriate and regular action to resolve or escalate support requests. Treat requests which impact on teaching and learning with the highest priority. * Develop, monitor and maintain a maintenance schedule for the Trust, managing efficient implementation of routine maintenance tasks, including installation of basic software packages and setting up common options. * Design and apply processes to manage configuration of change within the Trust. * Assist the Trust ICT Manager in the maintenance and development of the Trust’s ICT networks, including school backup, virus protection and security procedures, advising on compatibility of hardware, applications and operating systems. * Assist in the management of the Trust/school websites, as well as maintenance. * Ensure basic safety checks are carried out including annual portable equipment testing, as required. * Manage the prioritisation of the resolution of PC, printer, peripherals and software faults, determining whether external support is required.   Technical Support:   * Assist the Trust ICT Manager in resolving complex problems associated with operating systems, networks, software, hardware, printers etc. in the Trust. * Ensure back-ups of network servers are carried out at specific intervals. * Installation of new software and documenting its use on the hardware database. * Oversee the maintenance of the Trusts’ AD domain(s), adding and deleting staff and pupils as they join or leave the Trust, as well as email accounts etc. * Undergo any training linked to the development of ICT and disseminate the training to others.   Support the Pupils by:   * Providing help and guidance to pupils on an individual or group basis within ICT lessons, as required. * Ensuring that as far as possible, pupils are not exposed to inappropriate materials on the Internet. * Working with staff, parents and pupils to promote safe use of ICT equipment and web sites at school and at home.   Support the Teachers by:   * Regularly reviewing ICT Support ‘Tickets’ which have been submitted by teachers, giving highest priority to problems which affect teaching and learning. * Work with teachers in the classroom to promote the use of ICT across the curriculum. | |

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| General:   * Co-ordinate and communicate with all other departments, colleagues and senior staff to ensure an effective and efficient delivery of the ICT strategy and service. * Being aware of and following all school policies and procedures, in particular policies related to the use of ICT equipment and sites. * Being aware of confidential issues linked to home/pupil/teacher/school/Trust work and to keep confidences as appropriate. * Maintaining the Trust/school website(s) and ensuring that information is accessible and up to date. * Ensure that all staff, parents and pupils are using Office 365 effectively. * Working with the Senior ICT Team to develop the use of Office 365. * To safeguard and promote the welfare of children for whom you have responsibility or come into contact with, to include adhering to all specified procedures. * The post holder must carry out his/her duties with full regard to the Trust’s Equal Opportunities and Racial Equality Policies in the terms of employment and service delivery to ensure that colleagues are treated and services delivered in a fair and consistent manner. * To comply with health and safety policy and systems, report any incidents/accidents/hazards and take pro-active approach to health and safety matters in order to protect both yourself and others. * Carry out other appropriate duties as required. |

PERSON SPECIFICATION

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| Department: ICT Support | | |  |
| Job Title: ICT Technician | | |  |
|  | Essential | Desirable | |
| Experience and knowledge | * Have at least three years’ experience within an IT related environment * Good knowledge of IT hardware * Knowledge and experience of TCPIP, Active Directory, DNS, DHCP, group policy. * Knowledge and experience of wireless networking. * Knowledge and experience of Virtualisation – VMWare, Hyper-V. * Knowledge and experience of Cloud Technologies. * Knowledge and experience of network components including switches/hubs/routers/wireless access points. * Ability to learn and apply complex technical skills quickly and efficiently. * Ability to explain technical issues to others in a clear and concise manner. * Good working knowledge of a range of relevant software applications, including Microsoft Office and ‘open source’ software. * Experience of providing technical advice and guidance to others. | * Experience of delivering/developing training * Experience of working in an educational environment * Experience of SIMs MIS. * Good working knowledge of SCCM. * Experience and knowledge of server and desktop products including SANs. * Experience of working with a managed WiFi infrastructure. Good working knowledge of Meraki. * Understanding of IT infrastructures and how they work. * Experience of working with an RM network. * Good working knowledge of Office 365. * Good working knowledge of Chromebooks and their management. * Working knowledge of: * Web design * iPads * Mac OS * PowerShell * Scripting * Web filtering (Smoothwall) * Relational databases | |
| Skills and  abilities | * Effective verbal communication skills. * Ability to remain motivated, even when completing routine tasks. * Analytical and diagnostic skills. * Adaptable, flexible and versatile. * A willingness to learn and develop. * Committed to providing a quality service for staff and students. * Ability to work with a range of people – Effective customer care skills. * Ability to work on own and in a team. * Ability to work under pressure and delegate where appropriate. |  | |
| Education/  Training | * 4 GCSEs (A\* to C) or equivalent * Formal qualification specific to IT | * Further/higher education qualification in IT related subject area. * Professional / IT / Technical certification(s) i.e. Microsoft, Cisco | |
| Personal attributes | * Motivation to work with children. * Ability to form and maintain appropriate relationships and personal boundaries with children. * Enhanced DBS and disqualification disclosure | * Full UK driving licence/available transport | |