

POST TITLE : Senior ICT Technician

NJC : Scale 4, 37 hours per week, full year

POST RESPONSIBLE TO : Network Manager

POST RESPONSIBLE FOR : ICT / AV Technician

MAIN PURPOSE OF THE JOB

To assist the Network Manager in maintaining the ICT Infrastructure and provide technical support, training and guidance to all end users.

To supervise the day to day tasks of the ICT / AV Technician.

Duties and Responsibilities

- Work as part of a team to develop and maintain the schools ICT infrastructure ensuring ICT systems are fully operational during core school hours.
- Organise and supervise the day to day tasks of the ICT / AV Technician contributing to their professional development and ensuring supports requests are prorated and actioned within appropriate timescales.
- Manage the helpdesk providing a single point of contact for all ICT related issues and communicate with end users when updates/issues require the system or parts of the system to be shut down.
- Provide technical support, advice and training to all users of the schools ICT systems.
- Install, configure, test and manage the deployment of system and client applications whether new or upgraded.
- To assist in resolving issues relating to the school's network infrastructure, cloud services, server environment, end user devices (including PC's, iMacs and mobile devices), wireless network, CCTV, telephony, printing and cashless catering systems.
- Assist in managing internet access filtering, email filtering and related monitoring systems and report concerns in line with school policies.
- Manage the end users network accounts ensuring appropriate permissions and level of access are applied.
- Assist the ICT Network Manager in ensuring network operating systems, components and equipment is kept up to date with the latest patches.
- Develop a pro-active approach to preventative maintenance for all aspects of the network and equipment by performing regularly scheduled checks and repairs.
- Where possible repair broken equipment or arrange for repair, replacement and/or disposal.
- Assist in setup and maintenance of lighting and sound equipment for school events and the drama and music departments.

Our Community — Our Future

A place of excellence where learners are proud of their school and confident of success

- Carry out research and purchase equipment which is compatible with school systems and advances the school development plan while ensuring best overall value.
- Establish relationships with suppliers and manufacturers to facilitate high levels of service and best value.
- Oversee consumables and spares, ensuring stock levels are maintained and appropriate up to date records are kept as required by the ICT Network Manager.
- Any other ICT related tasks which are needed to be completed.

General

- To have due regard for data protection, confidentiality and the School's Health and Safety policies
- To take part in the annual professional development review for support staff being aware that job descriptions are subject to regular review
- To undertake training as and when appropriate
- To undertake any other duties which may be assigned to the post from time to time as directed by the Headteacher

Contacts

Regular: Headteacher, Senior Management Team, Teaching Staff, Support Staff, Students, Other Educational Establishments, External Agencies, Visitors, Suppliers

Occasional: Manufacturers, Support Providers

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

Elements of this job description and changes to it may be negotiated at the request of either the Headteacher or the incumbent of the post.

