# JOB DESCRIPTION

JOB TITLE: Network Technician

GRADE: G5

SECTION: ICT Services

REPORTS TO: Network Manager

**JOB PURPOSE:**

To maintain the Academy network / telecoms systems and ICT infrastructure to ensure robust and reliable systems throughout the Academy.

**DESCRIPTION OF DUTIES AND RESPONSIBILITIES:**

The following duties are not shown in order of priority of frequency nor is the list comprehensive, but rather an indication of the type and level of duties expected of this post.

1. Working as part of the Academy ICT services to provide secure and reliable networking / telecoms facilities and advising and contributing to initiatives in order to continually develop and improve the Academy’s ICT provision.
2. Monitor and maintain systems including:

* Microsoft Exchange – Email
* Microsoft Active Directory - Authentication and security database
* Unified Computer Systems – Core virtual server infrastructure
* SAN Storage - Centralised Storage systems
* VMWare – Virtual server management platform
* Dell Switches - Network backbone infrastructure
* Firewall management
* Ruckus Wi-Fi network – Academy wireless network provision
* DNS,IIS.SQL – Infrastructure
* DHCP – Network device IP address allocation
* Group Policy – Central Infrastructure control policy to control the user and workstation environment.

And maintain and administer network operating systems. Resolve issues on these systems as and when they arise generally to service Level 3 to minimise the use of 3rd party support.

1. Assist in security and network audits and produce reports from various Academy systems as directed by the Network Manager.
2. Monitor the security of the Academy network, systems and data ensuring agreed standards, protocols, and industry best practice are adhered to at all times.
3. Liaise with the ICT Helpdesk team and other Academy departments contributing to the successful completion of shared tasks and projects, maintaining service levels at all times.
4. Develop, manage and maintain staff email, student Office365, and the Academy internet provision ensuring service levels are met.
5. Monitor network usage and reliability and advise and contribute to capacity planning.
6. Liaise with third parties and system suppliers to ensure that systems are kept up to date with patches and upgrades, with issues being resolved in a timely manner.
7. Package and deploy software using Microsoft SCCM.
8. Proactively monitor and respond to system alerts and warnings and from time to time work out of hours to minimise business disruption.
9. Undertake such training as is necessary to ensure skills remain up to date to carry out the role effectively. Undertake qualifications based training as required by the post to support new projects and to minimise the reliance of 3rd party support. Share knowledge and skills within the Team and participate in relevant cross-training activities.
10. Train users in ICTS and outside the department to use Academy systems efficiently, provide documentation where required.
11. Research new technology and complete testing and benefit / cost analysis reviews.
12. Carry out procurement duties through obtaining quotes and create purchase orders when required.
13. Comply with departmental policies, procedures, documentation and project management requirements.
14. Actively promote the Academy Equal Opportunities policy, encouraging staff awareness and participation.

1. Support the Academy’s quality initiatives, promoting the values of the Academy and ensuring that outputs meet Academy quality standards.
2. Provide the best possible service to all customers (both internal and external) in line with the Academy standards.

**AND** such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

**DIRECTLY RESPONSIBLE FOR THE FOLLOWING STAFF:**

None

If you have any queries relating to your Job Description please consult your line manager. Copies of this Job Description are held by the Academy Human Resources Department.

Date: November 2017