**JOB DESCRIPTION**

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| **Job Title**: ICT Technician **Reporting To:** ICT Network Manager and Data Manager**Line Reports:**  |
| The school operates a holistic approach to computer networking, with a policy of active promotion of ICT facilities. We currently operate two windows server domains (Administration and Curriculum) and over 550 workstations are served by a whole school structured cabling system.**Overall purpose of job**Working directly with the ICT Network Manager, the ICT Technician will provide technical support to both the curriculum and administration networks, to ensure the delivery of an efficient and effective computer network throughout the school site. The ICT Technician will be required to deputise for the ICT Network Manager in the event of any absence.**Principal Accountabilities:**The postholder is required to support and encourage the school’s ethos and its objectives, policies and procedures.* Support the ICT network Manager in managing the network including the school’s curriculum and administrative networks and the support of SIMS.
* Ensure that computers and equipment are available as requested by colleagues in the school
* Set up and maintain VLANs and associated wireless networks
* Assist with the automated and manual backups of the network
* Stock take and order equipment
* Repair, maintain and setup computers and peripherals
* Keep equipment records and maintain stock levels
* Attend weekly departmental meetings.
* Help and advise staff in the use of software and hardware throughout the school
* Set up work stations and periphery equipment for users
* Assist with the set up for external visitors.
* Perform routine tasks to maintain user accounts and permissions including implementing relevant disk space
* Be fully familiar with and ensure compliance with School/ Trust IT relevant policies/ procedures

**Specific - ICT:*** To install software, hardware and new modules when appropriate
* To help manage the switching infrastructure and VLANs across the site including Wi-Fi
* To help maintain Smoothwall and filtering policies
* To help to manage/maintain physical servers and virtual machines
* To design and implement software packages for deployment across the network (such as Adobe suite)
* To provide technical support to teaching staff as a priority during lesson time
* To ensure Smoothwall safeguarding reports are monitored and to report any issues to person responsible for Safeguarding
* To help to manage iPads and laptops in relation to updates, regular inspections and ensuring they are charged and stored away correctly
* To provide support for external events.
* To ensure continuity of network security, including password management, file access and anti-virus maintenance
* To liase with external contractors for repair of faulty equipment, under the direction of the ICT Network Manager
* To assist with the management of the access control system and ID cards
* To assist with the management of the SIMS server and SQL database and SOLUS deployment
* To assist in the upkeep of recording systems for inventory and equipment tracking purposes.
* To monitor breakdown/repair of equipment
* To assist with the checking and running of both automated and manual backups of all servers ensuring they are working as expected
* To assist with the maintenance of servers ensuring they are all updated in line with current recommended guidelines
* To keep abreast of developments within the sphere of Information Technology and to advise the ICT Network Manager as appropriate.
* To offer guidance and support to ICT trainees on placement within the school, under the supervision of the ICT Network Manager
* To maintain the ICT teaching areas within school and other working areas, including store rooms and preparation rooms
* To undertake a programme of regular cleaning of all ICT equipment throughout the school
* To be aware of programme specific software throughout the school (i.e. library catalogue software etc.)

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| **General Information:** |
| * The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.
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| * The Health and Safety at Work etc. Act, 1974 and other associated legislation places responsibilities for Health and Safety on all employees. Therefore it is the postholder’s responsibility to take reasonable care for Health and Safety and Welfare of him/herself and other employees in accordance with legislation.
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| * The above duties may involve having access to information of a confidential nature which may be covered by the Data Protection Act. Confidentiality must be maintained at all times.
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| * Cottingham High School & Sixth Form College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment.
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**Person Specification**

**Post title: ICT Technician**

Scale point 17 £18,672 per annum - 37 hours. Full time

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|  | **JOB REQUIREMENT** | **Essential** | **Desirable** | **\*How assessed** |
| Qualifications and experience | Broad knowledge of ICT systems | **** |  | A & I |
| Previous ICT Technician Experience  | **** |  | A & I |
| Knowledge of RM networks |  | **** | A & I |
| Knowledge of servers and virtual machines (windows server & VM ware) | **** |  | A & I |
| Knowledge of Office and Office 365  | **** |  | A & I |
| Knowledge of Smoothwall and filtering policies  |  | **** | A & I |
| Ability to design and implement software packages for deployment across the network  |  | **** | A & I |
| Knowledge of SOLUS & SIMS  |  | **** | A & I |
| Knowledge of Microsoft Azure Backup System |  | **** | A & I |
| Ability to work with a large network of people/agencies | **** |  | A & I |
| Experience of working in a school environment |  | **** | A & I |
| Good general education to GCSE standard or equivalent.  | **** |  | A & I |
| Health and Safety Awareness  | **** |  | A & I |
| Personal and interpersonal  | Excellent organisational skills | **** |  | I |
| Ability to multi task | **** |  | I |
| Excellent communication and interpersonal skills | **** |  | I |
| Flexibility to cope with the varying demands of the post | **** |  | A & I |
| Ability to prioritise workload and meet deadlines | **** |  | I |
| Capable of working on own initiative | **** |  | A & I |
| Ability to follow procedures accurately | **** |  | A & I |
| Special Skills and Aptitudes | Knowledge of schools Behaviour for Learning Policy |  | **** | A & I |
| Ability to plan ahead | **** |  | I |
| Staff Development | Flexible to working patterns or school commitments  | **** |  | A & I |
| Child Protection | A commitment to the responsibility of safeguarding and promoting the welfare of young people | **** |  | I |
| Enhanced DBS disclosure *(to be completed by preferred candidate following interview)* | **** |  |  |
| Willingness to undertake Child Protection and Recognition of Abuse training when required | **** |  | I |
| Physical | Able to fulfil the duties of the post | **** |  | I |

* *Attributes tested by application, interview, task and references*