

**Job Description – Senior IT Technician**

**(Post within the Core Operations and Support Services Team)**

**Responsible to:** Operations Director

**Pay grade:** ME7 – 35 hours per week, 52 weeks per annum

**Date:** April 2018

**Job Purpose:**

The Senior IT Technician is responsible for the day-to-day maintenance, supervision, organisation and support of the school's IT systems and services.

**Service & People Management:**

- Responsible for the day-to-day maintenance, supervision and organisation of the school's IT systems and services
- Plays a key role in the management and development of IT Support services, both within the school and for services provided to partner schools under the IT Support SLA
- Acts as the customer relationship manager within the Core Operations and Support Services Team, dealing with any concerns, complaints or feedback about the quality of service from end-users, reporting these to the Operations Director as appropriate
- Ensures helpdesk tickets are completed within deadlines
- Works closely with the Operations Director to produce planned maintenance and work schedules and ensures that that time is used effectively
- Monitors the volume and type of helpdesk tickets and reports regularly to the Operations Director
- Maintains detailed schedules, lists, diagrams and documentation for all systems
- Ensures that equipment asset registers are up-to-date and accurate
- Liaises with the Operations Director to identify key ICT plans and priorities to assist with the production of the ICT Development Plan
- Reports regularly to the Operations Director on all matters relating to areas identified in this Job Description

**Installation, Maintenance & Systems Support:**

- Undertake the following:
  - roll-out of new hardware, systems, services and software
  - maintenance, repair, troubleshooting and upgrading of hardware and software systems
  - server installation, configuration, maintenance, repair, troubleshooting and upgrades
  - installation, configuration, troubleshooting and upgrade of networking devices and infrastructure
  - management of network services and protocols
  - imaging of workstations using Microsoft Deployment Toolkit technologies
- Carry out regular checks to ensure equipment is functioning as required
- Keep an accurate record of faults, work logs, inventories and asset registers
- Implement the agreed backup, anti-virus and security policies and procedures
- Configure access rights in accordance with security policies
- Create and maintain user accounts and ensure that users have appropriate access to systems

- Replace consumables and parts as required (e.g. toner, maintenance kits)
- Be actively involved in the management of network services and protocols such as DHCP, DNS, IP and Active Directory
- Support the use of SIMS and the Financial Management System (FMS)
- User account management and support:
  - Create new user accounts on the system as required
  - Assist users with password problems
  - Create e-mail accounts for new users
  - Provide additional printing credit for students and staff
  - Issue account information to new students and staff
  - Undertake biometric registration for the cashless catering system
  - Deal with basic queries regarding the cashless catering system

#### **Strategy, Planning and Procurement:**

- Works with the Operations Director, to plan the effective implementation of new facilities, services and systems
- Devises and implements maintenance schedules in order to minimise downtime and maximise technician time and other resources
- Plays a key role in the acquisition of hardware, software, consumables and spare parts;
- Liaises with third parties, service providers, suppliers and contractors in order to ensure that faults, requests, queries and complaints are dealt with promptly and efficiently

#### **IT Support SLA to Partner Schools:**

- Oversees the IT Support SLA and ID Badge services on a day-to-day basis
- Acts as the key contact for IT Support SLA services, including giving advice and support to nominated representatives within the partner schools
- Reports regularly to the Operations Director on all aspects of the IT Support SLA services
- Raises accurate and timely invoices to partner schools with the Finance Team
- The post-holder is expected to travel to other schools as part of this work

#### **Desktop & Applications Support:**

- Provides 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup>-line direct applications, systems and hardware support as required; deals with complex technical issues which require advanced fault-finding and resolution skills
- Undertakes installation, configuration, maintenance, repair, troubleshooting and upgrade of all hardware and software systems
- Identifies and installs appropriate software updates including service packs, fixes and enhancement releases and ensures these are installed in order to ensure that systems function as required and remain secure and fully up-to-date at all times
- Liaises with the Finance Team on matters relating to electronic transactions and online payments

#### **Server & Network Support:**

- Plays a key role in the installation, configuration, maintenance, repair, troubleshooting and upgrade of all server hardware and software systems

- Maintains and develops the school's virtualisation technologies and storage systems
- Manages and oversees the network infrastructure, active network devices and cabling systems, including wireless technology
- Ensures that network services and protocols including DHCP, DNS and Active Directory are functioning optimally; recommends and implements changes as required
- Implements system security and configures access rights to systems and services in accordance with the school's data and network security policies
- Implements and monitors backup, virus protection and disaster recover policies
- Manages the internet firewall, web filtering engine and e-mail content control systems in order to ensure that access to inappropriate material is minimised and the risk of intrusion of the network is minimised

#### **Telephone/Voice Systems & VoIP Infrastructure:**

- Be actively involved in the installation, configuration, maintenance, repair, troubleshooting and upgrade of the school's PBX/telephone system, handsets, voice network, VoIP infrastructure and CTI products

#### **Learning Platform & Digital Resources:**

- Assists in the development, maintenance, administration and upkeep of the school's Learning Platform, website, digital resources and CCTV systems
- Maintains and operates the school's audio-visual and multimedia systems, including, but not limited to, the school's presentation systems, digital signage, music technology, media resources and interactive technologies; provides advanced support and diagnostics for such complex multimedia systems and services

#### **Health & Safety:**

- Ensures that all IT-related Health & Safety procedures are followed and implemented at all times, including the production of risk assessments and use of PPE; ensures that a safe working environment is maintained
- The post-holder implements the portable appliance testing schedule.

#### **Training and Liaison:**

- Acts as the key contact in the team for providing instruction, advice and guidance on technical matters
- Provides on-the-job training and development for team members
- Identifies training requirements for staff and provides or organises appropriate training either in the classroom, on a one-to-one or group-basis
- Produces technical and end-user documentation/training materials as required
- Responsible for ensuring that his/her own knowledge is current in order that accurate and reliable advice and information can be given, and will actively seek to broaden his/her knowledge and skills

#### **Other Duties:**

- Represents the IT Support Team at meetings and other events, as appropriate

- Provides cover and support for other members of the Core Operations and Support Services team as required, for example, due to absence or workload

## **Safeguarding:**

- Be keenly aware of the responsibility for safeguarding children and to help in the application of the Safeguarding and Safe Practices policy within the School
- Comply with the School's Safeguarding Policy in order to ensure the welfare of children and young persons

## **Personal Responsibilities:**

- Playing a full part in the life of the school community, supporting its distinctive mission and ethos and encouraging to encourage staff and students to follow this example
- Actively promoting school policies and procedures
- Responsibility for own continued professional development
- Compliance with the school's Health & Safety policy undertaking risk assessments as appropriate
- To be courteous to colleagues, visitors and telephone callers and provide a welcoming environment
- Undertaking duties before the school day, at break, at the end of the lunch period and after the school day on a rota basis
- Attending meetings scheduled in the school calendar punctually
- Adhering to the School's Safeguarding Policy
- Support the aims and ethos of the school as defined in the staff handbook and school prospectus
- Set a good example in terms of professional dress and appearance, punctuality and attendance and adhere fully to the school's published code of conduct
- Uphold the school's behaviour policy, uniform regulations and code of conduct in a consistent, firm and non-confrontational manner

## **Notes:**

- The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment
- This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed
- This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post
- The duties may be varied to meet the changing demands of the school at the reasonable discretion of the Headteacher