DRAYTON MANOR HIGH SCHOOL

www.draytonmanorhighschool.co.uk

IT TECHNICIAN
Salary Scale 5 £22,509 - £24,506
Monday to Friday 8.30am – 4.30pm including school holidays

Drayton Manor is a heavily oversubscribed and successful school in West London.

We require a well qualified IT Technician to join a busy IT team providing technical support to staff and students in the school.

This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be required to apply for an enhanced disclosure from the Disclosure and Barring Service (DBS). Further information can be found at www.homeoffice.gov.uk.

For further information and an application pack, please visit the Job Vacancy section of the school's website. For any other queries, please contact the school's Human Resources Department on 020 8357 5604.

Closing Date 12.00 noon, Tuesday 12 December 2017

No faxes, agencies or CVs

DRAYTON MANOR HIGH SCHOOL

JOB DESCRIPTION

POST	IT TECHNICIAN
JOB GRADE	Scale 5 (Range 22 – 25)
RESPONSIBLE TO	System Administrators
JOB PURPOSE	To provide IT support in the school

All staff have a responsibility for promoting and safeguarding the welfare of children and young people for whom s/he is responsible or comes into contact with.

KEY TASKS

General Responsibilities

- daily administration of the school's computer networks
- daily administration of the school's email system
- to provide assistance in maintaining the asset register
- to provide and maintain the equipment loans system
- to provide general computing advice to staff and students
- to troubleshoot and attempt to solve any general problems that arise
- maintenance and development of the school's Internet and Intranet websites
- all staff have a responsibility for promoting and safeguarding the welfare of children and young persons s/he is responsible for or comes into contact with

Information and Communication Technology

- to assist the System Administrators with the administration of the IT department
- to follow the appropriate systems to provide an 'on call' IT troubleshooting service to staff and students
- to maintain the schools computer systems, PC's, Apple Macs, network hardware and software
- where necessary to involve external support companies, to liaise with those companies, and to keep records/logs of these interactions

- to test, install and maintain software and software upgrades/updates for students and staff
- to assist with the management of user accounts on the system, including creating new users
- to maintain the security of the school network, including active directory and managing network user accounts and access rights
- to monitor/audit and report on network and internet usage, and where applicable to implement and maintain safeguards
- to monitor and maintain the school's servers and network systems, and when needed help to implement and install new systems
- to maintain stocks of IT consumables
- to help and contribute technical information to assist the school's IT purchases
- to document any new procedures for future reference
- to provide technical assistance for the school's library administration systems
- to assist the music technology and media departments with IT/technological requirements

Audio/Visual tasks

- to ensure the secure storage of AV equipment
- to maintain the AV booking system
- to provide staff and students support in the use of the AV equipment, including setting up equipment
- to maintain and repair equipment, liaising with suppliers

School events

- to provide technical support for sound, lighting and other technologies at events including open evening, dance evening and awards evening
- to provide sound, lighting and AV support for other special events

Other

- all staff have a responsibility for promoting and safeguarding the welfare of children and young people for whom s/he is responsible or comes into contact with.

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PERSON SPECIFICATION

POST TITLE IT TECHNICIAN

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	ESSENTIAL	DESIRABLE
Qualifications	• GCSEs or equivalent • A-Levels or equivalent in IT based subject	• Computer Science degree or equivalent • MSCA/MCTIP/A+/N+ certifications
Experience	• Experience in similar role • 'Hands-on' experience of maintenance and repair of PC/Server and Print hardware • Windows 7/10, Server 2008/2012, Active Directory administration • MS Office 2016/365 support • Liaising with third party suppliers	• Previous experience with music and video software and hardware equipment • Experience with stage lighting and sound • Experience of CMS administration • Network equipment administration
Ability / Skills	• Knowledge of varied hardware and software within IT • Competency in repair and maintenance skills • Good communication skills • Good problem solving skills • Commitment to safeguarding and promoting the welfare of children and young people	• Web development skills • Working knowledge of Apple operating systems • Working knowledge of server and network topologies
Equal Opportunities	• Awareness and understanding of equal opportunity issues	
Safeguarding	• Commitment to safeguarding and promoting the welfare of children and young people	
Disposition	• Ability to work under pressure • Ability to prioritise effectively • Enthusiasm to develop an effective and efficient support service • Ability to work with others at a variety of levels • Ability to operate independently and as part of a team	• Innovative and creative disposition