Maidstone Grammar School for Girls
Systems Technician
Job Description November 2018

Salary:	Kent Range 5
Hours:	52 Weeks per Year
	Full Time 37 hours per week

Core Purpose:

To assist the Systems Manager and Senior Systems Technician in the day-to-day management of the school's IT systems and to provide a high level of technical support to colleagues, students and other members of the school community.

The post holder will be expected to:

- Contribute to the efficient day-to-day running and maintenance of the school's IT systems in liaison with the Systems Manager and Senior Systems Technician. This will cover systems such as the network infrastructure including end user devices, IP telephone system, CCTV system, printer and photocopiers and other peripheral items
- Provide prioritised technical support and advice across the school for both staff and students. This will involve monitoring and updating the IT helpdesk and completing support requests, escalating tickets to other members of the team where appropriate
- Install, configure and test new and existing equipment. This may include desktop computers, laptops, projectors and printers as well as any associated peripheral items
- Install, configure and test new and existing software packages in accordance with licensing laws. This may involve local installations on devices or deploying software centrally across the network using software deployment tools
- Assist in the configuration of network infrastructure equipment
- To perform troubleshooting and diagnosis of IT related hardware issues and carrying out repairs or upgrades where appropriate. This may involve liaising with third-party suppliers where service agreements are in place
- To perform troubleshooting and diagnosis of software related issues and deploying fixes where possible. This may involve liaising with third-party suppliers where service agreements are in place
- To provide recommendations about hardware and software requirements to the Systems Manager or Senior Systems Technician
- Assist in the daily management of the school's GSuite for Education account
- Assist in the delivery of projects as directed by the Systems Manager
- Assist in the setup and delivery and audio/visual presentations as and when required. This may also involve covering out-of-hours events with prior arrangement by the Systems Manager
- Assist in the maintenance of the asset register ensuring records are accurate and up-to-date
- Ensure that all ICT suites are kept in a clean and tidy manner and perform start/end of day procedures. Regular health and safety checks, including visual inspections, will be carried out, reporting any concerns to the Systems Manager or Site manager as appropriate.
- Monitor levels of consumable items reporting any purchasing requirements to the Systems Manager
- Assist in the delivery of training to end-users.

In addition:
- Respect the confidential nature of all network data and ensure GDPR and security are maintained at all times, reporting any concerns to the Systems Manager
- Keep abreast of the latest advances in technology particularly within an educational environment
- Undertake appropriate training and professional development, as required by the school and in consultation with the line manager and headteacher
- Comply with school policies and procedures (including those relating to Equal Opportunities, Health and Safety, confidentiality and GDPR) and uphold the ethos of the school
- Support and contribute to the School's responsibility for safeguarding students
- Maintain high professional standards of attendance, punctuality, appearance, conduct, and positive, courteous relations with students, parents and colleagues
- Demonstrate a willingness to work flexibly, occasionally outside of normal hours with prior arrangement by the Systems Manager
- To be available to cover lessons on an ad hoc basis as required
- To be available to attend school trips on an ad hoc basis as required
- Fulfil any other tasks reasonable requested by the line manager and headteacher.

The content and reporting lines may, in consultation with the employee, be reviewed because duties change over time and the job description needs to reflect these changes.

Reporting to:　　　　Systems Manager

Two copies of this job description should be signed, the postholder retaining one and the Headteacher the other.

Signed: 　　_____　　 Date: 　_____