JOB DESCRIPTION

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| **Job Title:** IT Technician | **Grade:** SR2 Point 22-25 |
| **Section:** Support Staff | **Hours:** 37 hours per week 52 weeks a Year |
| **Department:** ICT | **Terms of employment**: Permanent |

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| JOB PURPOSE |
| As part of the ICT team the postholder will be required to support the ICT Systems Manager in providing a safe, effective and reliable IT environment for the school’s large and varied user base, keeping the school at the forefront of information technology.  The work of the ICT Technician includes providing face-to-face support in a calm & professional manner, being able to self-manage work load and priority. |

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| DESIGNATION OF POST AND POSITION WITHIN CURRICULUM STRUCTURE |
| SLT Line Manager  |  ICT Systems Manager  |  ICT Technician |

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| MAIN DUTIES AND RESPONSIBILITIES |
| * Provide technical support to staff, students and visitors to the school. * Carry out necessary checks and regular maintenance, such as checks on event logs and disk space, to ensure all systems are continuously fully operational. * Assist with the maintenance and installation of network infrastructure, servers, workstations, applications and other systems as required, carrying out regular tasks and system upgrades under the direction of the ICT Systems Manager. * Monitor the print management solution, providing usage reports when necessary. * Keep email accounts, address books and distribution groups up to date. * Implement required changes in the telephony systems, ensuring staff have correctly named extensions, mailboxes and voicemail forwarding to email. * Install and test upgrades and new software applications as required. * Perform advanced diagnostics on systems that are not functioning correctly. * Monitor and update virus and malware software, internet and email filters and other systems as appropriate to ensure user compliance with the school’s ICT policy. * Carry out hardware builds, repairs, installations and testing. * Conduct PAT testing and audits as required. * Liaise with external partners, suppliers and vendors as necessary, in compliance with academy finance policies. * Advise the ICT Systems Manager on development of the school’s ICT strategy and the purchasing and compatibility of new infrastructure, peripherals and software applications. * Advise the ICT Systems Manager on appropriate software and modifications that would increase efficiency or functionality. * Update and manage content on the school’s website and VLE as required. * Provide technical support to staff, students and visitors to the school, either in person or using email, phone or remote assistance tools. * Monitor the school’s IT helpdesk, ensuring that all jobs are logged and all assigned work orders are prioritised and dealt with in a timely manner, whilst maintaining good communication with users. * Attend meetings with other staff as necessary. * Provide ICT support for specific lessons or assemblies. * Maintain a basic working knowledge of the main software applications and provide user training where required. * Carry out scheduled room inspections, with resulting issues entered in the help desk system. * Check for damage or missing equipment and address any problems. * Assist in the re-conditioning of ICT Classrooms, e.g. cleaning and repairs. * Conduct regular ICT administrative tasks appropriate to the role. * Ensure technical equipment is set up and removed as booked by the schools staff. * Maintain knowledge of the data protection act and conduct all work within its bounds. * Follow relevant Health and Safety procedures and raise awareness amongst users. * To undertake such other duties and responsibilities of an equivalent nature, as defined by line manager from time-to-time, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms. * Perform any other task deemed reasonable by the ICT Systems Manager, Vice Principal or Principal. |

This post requires a fully enhanced criminal record check through the Disclosure and Barring Service

The Duston Education Trust is committed to safeguarding all children and young people and all staff are expected to share this commitment.

**On behalf of the school:**

Name:

Signed:

Date:

**Employee:**

Name:

Signed:

Date:

Person Specification

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|  | **ESSENTIAL** | **DESIRABLE** |
| Qualifications / Experience | Educated to degree level or have equivalent experience  Experience in maintaining and supporting PC, server and networking equipment | MCSE/MCSA/MCTS/MCP/CCNA  Experience working in an Educational Environment  Experience working with VOIP technologies  Experience in website design and related technologies  Experience installing/maintaining SAN technologies.  Experience working with SIMS.net |
| Knowledge | Knowledge of Microsoft applications (Server 2003/2008, Exchange 2013, Windows XP/7, Office 2003/2010, SQL Server, IIS) | Knowledge of VMWare 4/5    Knowledge of networking protocols, systems and applications (TCP, UDP, VLANS, Subnets, HP, Switches, firewalls, LAN, WAN, WLAN, VPN) |
| Skills and  Abilities | High level of  service and support skills  Excellent organisational skills | Awareness and Knowledge of relevant legislation including Data Protection Act and Confidentiality and Health & Safety |
| Personal characteristics | An ability to work confidently under pressure.  A commitment to participate in further training and development opportunities.  Ability to prioritise work and meet challenging deadlines.  Ability to use discretion and have an understanding of the importance of confidentiality. |  |
| Communication | Ability to communicate effectively to a wide range of different audiences, both orally, in writing and face to face. |  |
| Relationships | An ability to establish good working relationships with staff and other stakeholders and to form and maintain appropriate relationships and personal boundaries with students. |  |
| Appearance | Dress professionally in accordance with the culture of the organisation. |  |