JOB DESCRIPTION

Job title: IT Technician

Reporting to: Senior IT Network Manager

Main purpose of the job:

To assist the Senior IT Network Manager in ensuring the smooth running and development of the Academy's ICT systems.

Duties:

1. To install, configure and upgrade operating systems and software, including settings required for different users.
2. To install, assemble and configure computers, network infrastructure hardware, and other peripherals.
3. To assist in maintenance of server infrastructure providing support to Network Manager in ensuring maximum performance of backbone servers and network devices is achieved at all time.
4. To troubleshoot problems with computer systems, including troubleshooting hardware and software, e-mail, network and peripheral equipment problems, making repairs and corrections where required.
5. To assist with the planning, design, research and acquisition of new or upgraded hardware and software systems, maintaining current knowledge of hardware, software and network technology and recommending modifications as necessary.
6. To pull cables and rewires or to direct the rewiring of cables as required for new installations and office reconfiguration.
7. To keep accurate and up-to-date records of system checks and to maintain logs to enable the identification and resolution of issues.
8. To liaise with and monitor external suppliers of goods and services for the supply of maintenance and installation services, hardware and software.
9. To contribute to the development of ICT strategy for the Academy, ensuring that this takes account of the needs of all parts of the Academy and recommending actions.
10. To ensure that appropriate measures are taken to ensure the security of data and equipment.
11. To provide appropriate support for other team members and to give advice and hands-on training where appropriate.
12. To provide appropriate support for teaching staff using ICT in the classroom and to give advice and training where appropriate for all users of ICT in the Academy.

Additional Responsibilities:

- To be fully aware of and understand the duties and responsibilities arising from the Children's Act and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organization.
- To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role.
- To ensure that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding and/or child protection.

Any other duties assigned by IT Network Manager, Assistant Headteacher, Headteacher or Principal commensurate with the grade of the post.

ESSENTIAL:

Qualifications:
• Microsoft Certification (MS Server 2012 preferred).

Experience:
• 2 years of experience in a help desk role.
• Knowledge of VMWare 5.5
• 1 year of SCCM 2007 hands-on experience
• Ability to configure Cisco switches using CLI
• Hands-on experience in working with internal PC components – swapping motherboards, SSD etc.

Skills:
• Good level of English proficiency.
• Excellent communication skills both verbal and written.
• Proven creative problem solving skills.
• Excellent attendance and punctuality.

Additional:
Ability to undertake some heavy lifting and ladder work.

DESIRABLE:

Experience:
• 1 year experience in an educational environment.
• Experience with Mac OSX, structural cabling.