CHASE HIGH SCHOOL

Job Description

IT Support Technician

Responsible to: Network Manager

Salary: NJ Level 4 point 13-18 per annum (£15,941 - £17,714)

Hours: 37 hours per week
8.00am – 4.30 pm Monday to Thursday
8.00am – 4.00 pm Friday

Overall purpose of the Job

To undertake the following responsibilities in consultation and collaboration with the Network Manager

Key Areas of Responsibility

- Provide support and maintenance of the School's IT Systems infrastructure. (e.g. desktops, laptops, servers, etc.)
- Provide both hardware and software support for users of the School's computer network.
- Performs PC hardware repairs and upgrades.
- Detect, diagnose and resolve PC, peripheral and application errors
- Install and maintain standard network cabling; perform basic diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software
- Provide access support for all school specific software, eg SIMS, Transact and others as necessary.
- Provide support for computer and non-computer based IT equipment (e.g. smart boards, projectors, printers, A/V equipment etc.)
- Assist with management of MS Server software
- Assist with management of MS Exchange server, SharePoint, Lync and MS SQL.
- Assist with management of Active directory and Group Policies
- Assist Teaching Staff in the preparation of IT equipment needed for delivering educational programmes.
- Assist the rest of the IT Support team as and when required.

Duties

To actively promote the School's Equal Opportunities Policy and Diversity Strategy and observe the standards of conduct which prevent discrimination taking place.
To maintain awareness of and commitment to the School's Equal Opportunity Policies in relation to both employment and service delivery.
To fully comply with the Health & Safety at Work Act 1974 etc, the School's Health & Safety Policy and all locally agreed safe methods of work.

CHASE HIGH SCHOOL

To participate in employee development and training and Performance Management and contribute to the identification of own team development needs. To be committed to safeguarding and promoting the welfare of children and young people. The school expects all staff and volunteers to share this commitment.

Specific Responsibilities

- Proactively monitor and maintain the hardware and software which is part of School computer network at the direction of the Network Manager
- To assist in strategic planning to ensure that the IT service meets the School's strategic vision.
- Research and develop new technologies which help advance the School's IT Systems as directed by the Network Manager.
- Implement new technologies as directed by the Network manager.
- Identify, obtain and replace any hardware items to ensure the technology equipment is fully operational in all classrooms.
- Makes sure all users have access to appropriate IT resources by setting up new user accounts and passwords and email groups
- Respond promptly and support staff requests for assistance with hardware and software.
- Diagnose hardware and software faults and ensure repaired.
- Record and report software issues and hardware faults to outside contractors where necessary
- Maintain an inventory of hardware and software.
- Maintain an up-to-date and accurate naming scheme of the computers on the network, in active directory, in Solus and the Anti-virus console.
- Maintain up-to-date audits of IT equipment, network port configurations, printers, A/V equipment, etc. for each classroom, each office and any other areas of the school.
- Maintain and clean peripheral hardware.
- Remove old computers from the network, active directory, Solus, Anti-virus console.
- Report any escalate system issues to the Network Manager and IT Support Team where necessary.
- Respond to requests made by the Network Manager related to hardware and software.
- Provide the technical support for internal phone system.
- Assist in the support of SIMS.
- Locking up of the network and stores and securing equipment when not in use.

Other Responsibilities

- To demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the Network Manager
- Attend staff and group meetings and training sessions as required.
- Support staff to prepare software teaching items.
- Support staff to develop their IT skills.
- Accept, support and implement final SLT decisions.
- Undertake any other tasks reasonably required.

CHASE HIGH SCHOOL

- Follow the school's policies and procedures

Line Management
None

Performance Management

Identified in the school's Performance Management Policy.

PERSON SPECIFICATION: IT Support Technician

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	• ICT NVQ level 3.	• MCITP
EXPERIENCE	• At least 3 years of experience in 1st, & 2nd support. • Hardware and software installation and maintenance. • Administrating Microsoft Desktop Operating Systems. • Knowledge and experience of the following Server applications- Win Server 2008 R2 (including Active Directory, GPO and OU's). • Installation and Administration of Microsoft Office Applications. • Support of SIMS. • Experience of VLEs. • Support and maintenance IT Systems infrastructure. (E.g. desktops, laptops, etc.) • Providing both hardware and software support to users. • Performing PC hardware repairs and upgrades. • Diagnosing and resolving PC, peripheral and application errors • Management smart boards, projectors, printers, interactive displays & AV equipment.)	• Experience of 3rd line support. • At least 5 years of experience and knowledge of computer software and hardware technologies. • Administrating Microsoft Server. • Administrating Microsoft Exchange. • Administration of Microsoft SharePoint • Administration of Microsoft SQL. • Administrating Microsoft Lync. • Administrating Computer Networks. (Wired and Wireless) • Web Site Administration • Staff training experience. • Experience or knowledge of Mac's, iPad's and OSX environment.
SKILLS	• Excellent spoken, written and verbal English with an eye for detail, design and attention to detail. • Able to create and maintain operational manuals. • Able to produce reports.	• Able to create and maintain Disaster recovery plans. • Ability to relate to young people, within different age groups, about attendance and

	• Able to create User guides. • Ability to work independently and, at the same time, understand the value of team work and the overall strategy of the department, for the benefit of young people. • Excellent customer facing skills and the ability to communicate clearly at all levels. • Ability to take initiative and work proactively to provide solutions to unexpected problems and situations. • Able to quickly establish positive working relationships with students, staff, parents and a wide range of people from within and outside the school. • Ability to handle difficult situations with sensitivity, confidentiality and discretion at all times, combined with a calm personality, a practical approach and sound judgement. • Ability to plan and prioritise own workload, those of others, act on own initiative and manage conflicting demands, with minimum supervision. • Able to provide supervision of others, work flexibility and proactively while maintaining a high standard of professionalism. • Able to work with precision, dexterity and co-ordination. • Ability to handle considerable levels of work-related pressure from meeting deadlines, system interruptions or conflicting demands. • Suitability to work with children and young people.	behaviour issues • Ability to be a good role model to young people – demonstrate and promote positive values, attitudes and behaviour.
KNOWLEDGE	• Practical and procedural technical knowledge of specialist IT systems and hardware. • Practical and procedural technical knowledge of Computer Networking principals	• Web Technologies • Mobile Technologies
PHYSICAL DEMANDS	• Ability to lift and carry, the pushing and pulling of computer equipment on a regular basis	

	• Ability to occasionally work in awkward positions, (e.g. under desks).	
PHYSICAL RESOURCES	• Careful handling and use of expensive computer equipment • Handling of computerised information with care, accuracy, confidentially and securely.	
OTHER	• Enthusiasm, energy and commitment • High expectations of IT systems, of self and the ability to prioritise activities which would have the most impact on effective teaching and learning. • A commitment to safeguarding & promoting the welfare of children and young people • A willingness to undertake additional training, keep up-to-date with developments and changes in good practice • Awareness and adherence to relevant health & safety regulations and a commitment to equality of opportunity • Accept the need for continuing development and training	• High expectations of all young people, respect for their social, cultural, religious & ethnic background, and a commitment to raising the achievement & self-esteem of all young people