THE CHERWELL SCHOOL

A Centre of Opportunity

Job Description: ICT Technician

Responsible to: Network Manager

Salary Scale: Grade 8

Working Time: 37 hours per week, all year round
Annual Leave; 27 days (plus bank holidays) per annum

Job Purpose:

The role of the ICT technician is to support staff and students in their use of ICT equipment.

TASKS:

Desktop & Application Support:

- Perform a wide range of hardware repairs and upgrades
- Detect, diagnose and resolve most PC, printer and peripheral device faults
- Follow instructions to install and upgrade client/server applications
- Identify and install essential software patches
- Identify application compatibility issues
- Create MSI packages suitable for the network

Server & Network Support:

- Install and set basic configuration options for Cisco equipment
- Create, modify and maintain networking Vlans
- Install software and CDs on servers, trouble-shooting installation
- Maintain hardware and software on the server
- Manage the structure of an intranet
- Set disk space and printer quotas
- Manage Group Policies
- Create and deploy network scripts
- Create network shares and manage access rights
- Monitor systems logs

Health & Safety:

- Implement and make modifications to relevant Health & Safety procedures
- Undertake a risk assessment for every activity
- Advise other staff of Health & Safety aspects of proposed developments

Configuration & Installation:

- Design and apply a simple process to manage configuration and change within the school
- Assist in creating and implementing a structured approach to rolling out new hardware or software, including procurement, testing and assessing the needs for user training
- Manage collection of, appropriate access to, and storage of relevant data

Continuity, Maintenance & Security:

- Assess and differentiate risks to key systems and develop appropriate individual system recovery procedures
- Develop a maintenance schedule
- Identify failing systems and suggest solutions
- Responsible for implementing backup and virus protection policies
- Ensure school policy on staff and pupil access to data and files is implemented
- Responsible for data backups and recovery
- Ensure Virus Protection is always up to date

Support Request Management:

- Interpret detailed diagnostic information
- Prioritise resolution and determine whether external support is required
- Monitor and manage server logs and use them to inform developments/support
- Produce reports from the support log to provide basic management information on the volume and nature of requests
- Allocate tasks between support staff, including recording requested, following up calls and implementing a maintenance schedule

Internal Support & Arrangements:

- Assist school managers in defining an appropriate service level and support arrangements
- Collate data to inform a review process of the standard achieved by internal support staff
- Interpret and report external services response data and provisionally assess effectiveness

Strategy & Planning:

- Identify software, hardware and working practices required to fulfil the functional specification as defined by school staff
- Plan and implement changes to elements of the ICT service

Personal ICT Competences:

- Expert computer user
- Actively seek to broaden knowledge and skills

Communication Skills:

- Liaise with senior staff
- Train groups of staff
- Negotiate with suppliers
- Document current policies and practice

Educational Awareness:

- Read published materials about the educational use of ICT

General Duties:

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure equal opportunities for all
- To contribute to the overall ethos/work ethic of the school
- To seek to develop the values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs within the school community
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and appraisal as required
- To contribute fully to the school's safeguarding policy and procedures and attend regular safeguarding training

Notes:

- While every effort had been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified
- Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description

The Cherwell School and the River Learning Trust are committed to safeguarding and promoting the welfare of all children and preventing extremism; all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. The successful candidate will be required to undergo an Enhanced Disclosure from the Disclosure and Barring Service (DBS) and obtain any other statutorily required clearance. Employment will also be conditional on the receipt of at least two acceptable references (1 from current/latest employer) and evidence of the formal qualifications required for the role.

December 2018