

CONTEXT SHEET

JOB FAMILY	ALL SCHOOLS MODEL - TECHNICIANS
SECTION	SENIOR TECHNCIAN MANAGER
GRADE	9
What will your role be in addition to the duties in the Job Description?	
<ul style="list-style-type: none"> - To ensure strategic leadership, organisation and smooth running of the IT technician team to support both the teaching and administrative staff - Implementing site wide measures which maintain the quality of performance of the hardware and software which ensures that there is a reliable IT system across the site. - Report directly to the Director of IT and Senior Leadership Team - Responsibility for the day to day management of ICT technicians including work allocation, appraisal and addressing performance issues 	
<p>Specific Duties</p> <ul style="list-style-type: none"> ▪ Manage the day-to-day maintenance of the school's computer systems, including Active Directory. ▪ Management of windows and Linux based server infrastructure including virtualization technologies. ▪ Building/maintaining and replacing server hardware. ▪ Manage the performance of IT resources and perform advanced diagnosis and resolution of network infrastructure, software and hardware faults. ▪ Manage the Service Level Agreements and support including IT Security. ▪ Management of the school's IT administration including Microsoft technologies. This includes; Active Directory, Windows Development Services, Service Certified Configuration Manager, Windows Server Update Services and DNS. ▪ Domain setup and troubleshooting. ▪ Knowledge, understanding and use of group policy. ▪ Manage the installation of all new computer hardware including wireless, fibre optic, CAT5 networks and external projects, as required. ▪ Project management of all planned IT works including liaison with external contractors. ▪ Management of MIS updates, installs, user accounts, permissions and support, currently SIMS. ▪ Strategic planning for maintenance & development of the network & associated facilities, including the research and evaluation of new technologies as appropriate to the school's needs. 	

- Ensure that the IT service meets the school's strategic vision and need, including accountability for the IT budget.
- Responsibility for backup systems (managed service) and disaster contingencies as they affect the administration and curriculum networks (Backup exec).
- Arrange for the repair of hardware faults with outside agencies (dedicated external support team).
- Support and further development of Office 365.
- Guidance to the school on the use of tablets, mobile devices and other e-technologies.
- Responsibility for data protection in relation to the usage of all IT systems.
- Responsibility for firewall administration (Smoothwall), anti-virus updates (Sophos) and overall responsibility for the school's IT security and network integrity, to include the monitoring of E-Safety.
- Provide group, or one-to-one in-house training for staff.
- Responsibility for identifying future requirements, developments and upgrades of the IT infrastructure.
- Undertake available training opportunities and demonstrate a commitment to continuous development for themselves and the IT team.
- Willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as appropriate.
- Management of school security systems including CCTV and door access control.
- To attend and participate in meetings as required.

RESPONSIBLE TO : ICT Director

RESPONSIBLE FOR: ICT Technicians