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| **Post Title:** | **SENIOR ICT TECHNICIAN** |
| **Salary / Grade:** | **NJC SCP 6 Pt 18-20** |
| **Responsible to:** | **SENIOR NETWORK ADMINISTRATOR**  |
| **Hours:** | **36 Hours per Week** |
| **Weeks:** | **52 Weeks per Year** |
| **General Overview**The Senior ICT Technician will deputise in the absence of the Senior Network Administrator and assist in carrying out the responsibilities of the post. The prime function of the post is to ensure that the school’s ICT provision supports and enhances the effective running of the school. |
|  **Job Description*** Hardware and software evaluation, installation and usage
* Assist with the support and day to day management of the school's network, infrastructure, equipment and software
* Training and assistance of staff and students as required
* Monitor and supervise projects and other non-routine tasks
* Assist in developing and maintaining network documentation
* Assist in liaising with and monitoring the work of external contractors
* Assist in ensuring licensing requirements are met and accurate records maintained
* Creation and testing of software packages for deployment using SCCM
* Maintenance and updates of existing software deployment
* Manage the operating system deployment process, including updating existing OS builds and configuring new builds as required
* Image new hardware as required
* Maintain the SCCM infrastructure to ensure OS and Endpoint system and security updates are applied consistently
* Assist in planning and developing the network cabling infrastructure
* Assist in monitoring for the inappropriate use of ICT equipment and services
* Setting up, and resolve issues relating to user accounts, password changes, work area problems (this includes detecting illegal access, lost passwords, bans, etc)
* Escalate problems where appropriate – both hardware and software – determining and rectifying the cause of faults where possible in-house
* To be familiar with the school’s extensive CCTV infrastructure and part of the team that extracts and distributes sections of video when needed
* Be part of the service desk operation to ensure ICT hardware, software and infrastructure is fully functional
* To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager.
* To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace
* Ensure that all duties and services provided are in accordance with the School’s Equal Opportunities Policy, Online Safety policy and Data Protection Policy
* The Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment
* The duties above are neither exclusive nor exhaustive and the post holder may be required by the Principal to carry out appropriate duties within the context of the job, skills and grade
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| **Person Specification****Essential Skills*** Working knowledge of Microsoft Server (2012, 2016).
* Excellent knowledge of Desktop operating systems (Windows 7 and 10).
* Excellent knowledge of Microsoft System Centre Configuration Manager.
* Knowledge of Active directory, group policy and networking.
* At least three years' experience providing support.
* Experience of working within a service desk environment.
* The ability to work well in a team, contributing to wider ICT development.
* Willingness to receive training and a desire to develop one’s own competencies.
* The character to reflect the school’s values - respect, responsibility and resilience.

**Desirable Skills*** Microsoft, Comptia or Cisco certifications.
* Office365 Management.
* Experience of working in an education setting.
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