Koinonia Federation Senior IT Technician

Job Description

Responsible to: Executive Headteachers, Campus Leaders & Network Manager

1. Scope

The Senior IT Technician will be proficient in providing a streamlined operation of the ICT areas of the Federation in alignment with the Federation's objectives. The Federation consists of workstations made up of a combination of Windows PCs, and Apple bases devices ranging from iPads, iMacs and MacBook's.

We will expect the Senior IT Technician to compliment and work alongside the federations existing ICT Team, who will ensure safe operation and ongoing support for the federation wide range of technologies.

Working directly with the Network Manager, the post holder will be required to work with other professionals to receive timely information, advice, guidance and support. The post holder will be required to coordinate a range of tasks and relationships where set procedures/ guidelines do not always apply.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the federation in relation to the post holder's professional responsibilities and duties.

The Senior ICT Technician will work closely with all departments to identify, recommend, and support cost-effective technology solutions for all aspects of the organisation.

2. Main Duties and Responsibilities

- In conjunction with the Federation Network Manager, manage and deliver the Federation's ICT service.
- Adaptable to change in the way the Federation delivers its ICT service to ensure the best possible service delivery.
- Organise and supervise ICT & data systems within the Federation, contributing to the planning, development and monitoring of ICT support services.
- 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
- Contribute to the overall ethos/work/aims of the Federation
- Develop constructive relationships and communicate with other agencies/professionals Share expertise and skills with others
  - Participate in training and other learning activities and performance development as required

- Recognise own strengths and areas of expertise and use these to advise and support other

3. KEY TASKS

Assist in the management of the Federation ICT computer facilities & software
- Advise and assist the Federation Network Manager, regarding the procurement of all ICT equipment and consumables to include all supplier negotiations and stock auditing,
- Contribute to optimising the ICT department's performance, including implementation of changes to office duties.
- Undertake maintenance of ICT hardware.
- Assist in the management of the Federation's Enterprise wireless network.
- Assist with the management of classroom management software
- Contribute to the Federation ICT development plan to ensure effective and timely implementation within allocated areas of responsibility.
- Liaise with partners and suppliers of the Federation on ICT related issues.
- Assist with the technical upgrade, implementation and training for SIMS and other learning platforms.
- Be responsible for the Federation's audio visual systems

Maintenance of the Federation internal and external websites (TBC)
- Assist with the management of the Federation's intranet and internet web pages including the addition (but not drafting) of relevant content and articles.
- Develop the internet and intranet sites in line with SLT's requests.

Assistance to staff and students using ICT – including software support
- Setting up of equipment for the delivery of the curriculum.
- Contribute to ICT training and advise Federation staff as appropriate.
- Staff software training where required.

Service desk support
- Maintain the Help Desk system that ensures requests for work are prioritised and completed in line with the department's standards.
- Problem solve and troubleshoot issues on the staff & students computers such as software, hardware, configuration and user errors.
- Provide a high quality of user support to include: Parago, Microsoft Office Packages (including Outlook)
- Desktop support, Peripherals support, VOIP phone training for staff
- Effective use of interactive display boards and related software
- Install software as required and to expected standards

ICT hardware installation and maintenance
- Manage IT projects including the installation and configuration of new and existing IT equipment, working alongside Federation ICT providers.
- Carry out repairs and maintenance to hardware to maximise the efficiency of equipment.
- Ensure the correct disposal of damaged and un-repairable equipment and that the Federation meets its recycling duties in line with current procedures and legislation.

- Manage and maintain the Federation's network cabling infrastructure.

SIMS & Data Management
- Federation MIS administration and fault remedy
- Be responsible for the Federation's SIMS software including fault resolution, updates, backups and data transfers, alongside the Federations Data Manager.

Auditing
- Ensure an up to date inventory is maintained.
- Manage Federation's equipment cleaning audit to include computers, laptops and data projectors.
- To assist with the production of an annual audit of the ICT equipment for the Federation Network Manager

General
- Carry out all problem solving, changes, configuration, availability, capacity and continuity processes in-line with the framework for ICT in Federation's recommendations and guidelines.
- Actively pursue training and accreditation on agreed plans for the Federation network and system developments and upgrades including software.
- Take responsibility for own professional development, continually keep updated about new initiatives in educational ICT, and contribute to the Federation as a learning organisation.
- To contribute to the Health and Safety of pupils and other staff in accordance with Health and Safety regulations and DSE legislation.
- Manage the effective implementation of projects and Federation ICT initiatives.
- To undertake any other duties and responsibilities, which do not change the character and purpose of the post as directed by the Principal.

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