

University Academy Keighley
JOB DESCRIPTION

Post Title:	Academy IT Technician
Salary:	Band 7-8 Actual Salary Range £21,166 - £26,317 (dependent on experience)
Hours weekly:	37 - All year round - (0800-1600 - Mon-Thu & 0800-1530 - Fri)
Responsible to:	UAK Operations Manager / Contracted Network Manager (Afinite)

Principal Accountability:

- To play a key role in the maintenance and support of ICT facilities in the areas of administration and curriculum.
- To play a key role in the installation, maintenance and updating of all ICT networks and systems and to ensure that users of these systems are supported in their understanding of the systems' capabilities and appropriate usage.*
- To play a key role in updating and maintaining the ICT equipment inventory.*

**** In Consultation with the Contracted Network Manager***

Main Activities and Responsibilities:

- Prioritise workload effectively.
- Accurately analyse support calls and identify appropriate responses.
- Assist, Supervise and manage the workflow of the IT Apprentice.
- Provide ad-hoc and scheduled training to the IT Apprentice.
- Maintain an up-to-date inventory of ICT equipment and its location.
- Assist in the management and administration of all networked ICT systems, peripherals and associated equipment (adhering to all relevant Health and Safety regulations).
- Ensure that all works carried out are tracked through the ticketing tool and monitor progress in conjunction with the Operations Manager/Contracted Network Manager
- Assist the Operations Manager/Contracted Network Manager in making decisions relating to the technical aspects of the computer networks, maintenance, repair and replacement of equipment.
- Make recommendations on new developments and their compatibility to existing systems.
- Responsible with the Contracted Network Manager for the safety of the networks, hardware, software and the safe keeping of information including backups.
- Maintaining the confidentiality of information held in the systems.
- Oversee maintenance of an up-to-date inventory of ICT equipment and its location.
- To help to manage the physical maintenance of ICT systems adhering to all relevant Health and Safety regulations*
- To play a key role in providing safe and efficient ICT facilities across the UAK Site.
- To deploy and upgrade software packages across the Campus as required*

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- To oversee day to day network administrative tasks.
- To help ensure the working order of administrative systems hardware*
- To help maintain the security of data*
- To help manage the school's email system*
- To deliver relevant training to staff, students and clients.
- To assist in the implementation of network security*
- To support staff and ensure that they are able to use systems for teaching and curriculum material development.
- To assist in managing Internet provision via the broadband link across the campus*
- To play a role in monitoring the use of ICT equipment to maintain a virus-free environment and to help ensure that no unsuitable material is accessed or distributed*
- Undertake other duties as appropriate to the post, as required by the Principal that may be reasonably required from time to time.
- Ensuring the operation of the school's network and systems including ensuring operation of backup system
- Using System Center Configuration Manager to deploy software and configuration changes to managed machines
- Deploying and assisting in the deployment of machines using SCCM managed imaging tools already in place
- Managing and reviewing the antivirus management platform
- Managing the deployment of Windows Updates through WSUS
- Administering and managing the school's GSuite tenant and related systems
- Configuring and managing the Okta Single Sign On Platform
- Managing and maintaining the School's Active Directory
- Assist with the management and running of the 3CX telephone system.*
- Manage and maintain the EasyTrace Infinity+ based catering platform*
- Manage and maintain the print queues including through the Papercut print management system*

**** In Consultation with the Contracted Network Manager (Afinite)***

Duty Hours

- It may be necessary to work hours outside the normal contractual hours to support the school's commitment to extend opportunities to a wide range of learners. This may include evenings or weekends, after negotiation with the Operations Manager. In such cases, additional hours or time in lieu will be agreed.

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Personnel Specification

Post: Academy IT Technician

	Essential	Desirable	How Identified
Qualifications You will hold:	GCSE English and Maths (A-C) or equivalent A Level or equivalent IT Related Qualifications	Relevant Degree level qualification CompTIA Network+ and/or A+ Microsoft Certifications relating to Windows Server and/or networking	Application Form Certification as proof
Background and Experience You will have:	Proven track record of working at a middle management level. Experience of contributing to development, planning and the process of continuous review and self-evaluation. Experience of contributing to the efficient and effective development of staff and resources.	Experience of working in a similar environment.	Application Form Interview
Skills and Abilities: You will have a/be:	Demonstrable ability to lead, motivate, develop and inspire staff. Proven experience and ability of deploying and configuring network equipment. including switches and wireless access points. Experience designing firewall rules and configuring firewalls to enforce them. Proven ability to deploy servers and client machines manually as well as using automated deployment tools. Experience of server backup. TCP/IP and network concepts including VLANs and network security. Able to build networks and partnerships.	Experience of System Center Configuration Manager Experience of System Center Virtual Machine Manager to create and manage virtual environments Experience of Veeam Backup Suite Experience of Azure IaaS environment Familiarity with iSCSI and SANs	Application Form Interview References

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	<p>Excellent co-operative, interpersonal and listening skills with a variety of stakeholders.</p> <p>Able to influence and persuade.</p> <p>Proactive approach with good organisational and time management skills.</p> <p>Ability to maintain confidentiality.</p>		
<p>Professional Knowledge and Understanding</p> <p>You will have knowledge of:</p>	<p>IT Service desk operations and support responses.</p> <p>Active Directory operating on a large site supporting over 500 users.</p> <p>NTFS File Permissions.</p> <p>Reporting and tracking processes required to manage a large estate of equipment</p> <p>Google G Suite.</p> <p>UTM appliances and filtering tools to monitor and control internet access.</p> <p>Use of PowerShell to assist and automate common management tasks.</p>	<p>Understanding of issues related to a school environment.</p> <p>Experience with managing EasyTrace</p> <p>Experience with managing Papercut print queue system</p> <p>Chromebooks and Chrome device management through G Suite</p> <p>Cisco Meraki Management Dashboard</p> <p>The use of encryption on devices</p> <p>Smoothwall appliances to monitor and filter Internet access</p>	<p>Application Form</p>
<p>Personal Qualities and Attitude:</p> <p>You have/are:</p>	<p>Ability to work under pressure and to meet conflicting demands and pressure within agreed deadlines.</p> <p>Willing to comply and actively implement the academy's equal opportunities policy.</p> <p>Willing to participate in training and development activities including assisting to train colleagues.</p> <p>Willing to adapt to change and show a flexible approach.</p> <p>Ability and willingness to work constructively as part of a team.</p> <p>Ability to use own initiative and work flexibly.</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>

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Personal Circumstances: You will be/have:	Able to work flexibly to support the academy events programme. Legally entitled to work in the UK. No contraindications in personal background or criminal record indicating unsuitability to work with children/young people (Enhanced criminal record check required).		Interview References DBS Certificate
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