Job Description

Job Title: IT Technician
Reporting to: Network Manager
Hours: Full Time

General Description

To provide, and assist the Network Manager in providing, a comprehensive support service for the school's IT infrastructure, ensuring all elements of IT software, hardware, resources and related services are well maintained and operational; allowing staff, students, parents and visitors use of IT to support & deliver their learning and administrative tasks etc. whilst ensuring compliance with all data protection, child protection and any over relevant legislation.

Main Duties / Responsibilities

Overview

- To work with the Network Manager; to routinely manage, monitor and maintain the integrity and operability of the entire School IT Network (and all associated hardware, software, services etc.); liaising with Staff / Students / 3rd Party IT Providers and Services to ensure its optimum, smooth and operational use
- In conjunction with the Network Manager, be responsible for the organisation, scheduling and processing of all routine IT (preventative) maintenance tasks and auditing
- To take a proactive approach to continually improve the reliability, resilience, performance and functionality of IT systems and hardware
- To deputise for the Network Manager in relation to the administrative, technical and other associated IT matters (where applicable) either in his/her absence and / or where delegated
- To identify or log reported IT issues / requests accordingly; and prioritise, action and resolve (or escalate to the Network Manager) as appropriate
- To carry out routine administration of user / email accounts / passwords / credentials; including supporting additional software / services that the school / departments or users may have procured, require or would like to use; liaising with the Data Protection Lead (DPL) / Data Protection Officer (DPO) to ensure GDPR compliancy if required
- To ensure latest security / Windows updates / anti-virus protection are adequately kept up-to-date (and deployed); reporting any issues to the Network Manager accordingly
- To assist with the scheduled backup / restore routines (both locally, on-site & off-site) of the School's IT server data ensuring backups are operating and completing as scheduled
- To carry out scheduled, periodic auditing of IT hardware throughout the school campus; noting location, condition and operability status etc. reporting status to the Network Manager
- To maintain hardware database of current / new IT equipment for audit / insurance purposes
- To assist with the relocation (and reconfiguration) of IT Hardware and related equipment
- To assist in the set-up, installation, maintenance and configuration of all IT equipment; including the commissioning of new IT Suites / facilities or other related services
- To assist (and provide advice, where applicable) with the selection, procurement, installation and configuration of all IT Hardware / Software; liaising with supplier(s) / Network Manager / Data Protection Lead as or when required

Office 365

- To provide the provision of IT technical support, assistance and training to departments, staff and pupils in the use of and migration (of existing resources) to Office 365

- To work with the Network Manager, and subject leaders / departments to identify any IT / Office 365-related CPD requirements, and to prepare and schedule the delivery of regular training sessions (drop-in / online via Teams) / how-to guides and advice to staff, students, visitors and other partners as, and when required

Internet

- To ensure the efficient, effective and compliant use and operation of the School's Internet including dealing with ISP & Firewall / Filtering provider as and when required, and to maintain the integrity and security of the school's IT Network at all times
- To work with the Network Manager and Designated Safeguarding Lead (DSL), to ensure the monitoring, reporting and filtering of all Internet usage is conforming with the School's Safeguarding (e.g. PREVENT) / Internet Acceptable Use (and other related) policies at all times

Printers

- To ensure the supply (and installation) of consumable items and operation of all MFD / printers ensuring they are all maintained and escalate or report any issues to the School's Managed Print Provider accordingly
- To monitor the operation, usage and reporting of MFD / printers using the appropriate 'Print Management' software making the necessary changes as and when required / requested

Projectors / Interactive Screens / Audio Video

- To carry out routine checking, cleaning, servicing and operation of multi-media projectors, interactive touch-screens (SMART / ViewSonic); assisting with 3rd Parties in respect of warranties, repairs or consumables as and when required
- Assist with the supply / setting up of IT / AV equipment for bespoke events (assemblies, presentations, on/off site etc.) as requested

Cashless Catering / Payments

- To provide IT technical assistance (where applicable) for the 'School's Managed Cashless Catering' system / provider, 'Cashless Online Payments' provider and the on-site catering staff where needed

Vehicle & Pedestrian Gate Entry / Visitor Management System

- To provide IT technical assistance (where applicable) to the School's Site Manager (where applicable) in relation to the School's Vehicle & Pedestrian Gate Entry System where needed To provide IT technical assistance (where applicable) for the School's Visitor Management System

The duties above are neither exclusive nor exhaustive and the post holder may be required to carry out appropriate additional duties commensurate with the role and pay grade.