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## Senior IT Support Analyst

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### SALARY AND HOURS OF WORK

#### *Scale F/G, Points 12-23*

37 hours per week (8.00am to 4.30pm Monday to Thursday and 8.00am to 4.00pm on Friday with one hour for lunch) 52 working weeks per year

23 days holiday per year (increasing with length of service at 5 and 10 years)

### REPORTS TO

- Network Manager

**Context** : Under the guidance of Network Manager in ensuring the efficient, effective functionality and maintenance of the ICT network and tasks assigned to Junior Technician Role.

### Key duties

- Perform regular hardware and software checks in IT classrooms and fix any faults that occur
- Provide maintenance, installation and support of IT hardware and software
- Assist in the deployment of new hardware including computers, printers and projectors, switches and servers
- Assist in the development of maintenance of the Schools IT infrastructure including software and hardware
- Assist and advise in the purchasing of hardware models.
- Move and install IT and Audio Visual equipment
- Maintain the schools IT Asset register and carry out regular checks
- Maintain the schools anti-virus with regular checks
- Understand the backup systems of all servers and disaster recovery processes of those systems
- Assist with creating and maintaining the school ID cards & access control systems
- Update and maintain the schools digital signage displays with materials provided
- Support and advise on IT infrastructure.

NOTE: on occasions these duties may necessitate working in confined and/or awkward spaces

### Support for teaching

- Assist staff and students with technical issues and provide training to staff if required
- Create and deliver bespoke technical training to staff and/or students
- Setup equipment and support with audio visual bookings
- Support adherence to School policies relating to IT, including safeguarding, Acceptable use and Data Protection acting as a role model and setting high expectations

### Responsibilities

- Be aware of and 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 school

- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and performance development as required

## Qualifications and Experience

Qualities	Essential/Desirable
<p><b>Experience</b></p> <p>MS Windows Server, 2012R2, 2016, 2019 and 2022, MS Endpoint Environment in a networked environment.</p> <p>MS Windows 10, 11 and Apple Mac OS systems, software and services.</p> <p>Developing and maintaining Virtualisation technologies.</p> <p>Managing and Maintaining an Office 365 environment.</p> <p>Working in a school IT environment.</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>
<p><b>Qualifications &amp; Training</b></p> <p>GCSE maths, science and English at grade C or above.</p> <p>A generic IT qualification (ITIL or Microsoft) or technical A levels.</p> <p>Vendor specific certifications and accreditations.</p>	<p>E</p> <p>E</p> <p>D</p>
<p><b>Knowledge</b></p> <p>Active Directory (AD), DNS, DHCP, IP and wireless technologies.</p> <p>Storage systems such as RAID (hardware and Software) and Storage Area Networks (SANs).</p> <p>Modern network infrastructure devices such as managed switches, firewalls and filtering, and current cabling standards.</p> <p>Knowledge of Vlans, and HP Switching.</p> <p>Maintaining services to users such as networked printing and photocopying services and user services such as web access, data storage and retrieval, email services and various software.</p> <p>Knowledge of Cloud Based Solutions.</p> <p>Knowledge of schools management systems (SIMS / Solus).</p> <p>Knowledge of Wi-Fi technology systems and services, including authentication standards such as Radius and 802.1X.</p> <p>Knowledge of different backup systems and disaster recovery.</p> <p><b>Knowledge of Endpoint AV solutions and Endpoint Security and mitigation.</b></p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>
<p><b>Skills</b></p> <p>Ability to effectively and efficiently organise time and resources to complete work accurately, thoroughly, and on time, detailing deliverables and tasks accordingly.</p> <p>An ability to analyse issues, make informed judgments, take appropriate actions and accept responsibility for results.</p> <p>Ability to troubleshoot and diagnose complex systems, networks, and application performance issues.</p>	<p>E</p> <p>E</p> <p>E</p>

Qualities	Essential/Desirable
<p><b>Personal qualities</b></p> <p>An ability to communicate efficiently and confidently to staff, teachers, and students.</p> <p>The ability to work in a strong team and foster an environment of collaboration.</p> <p>Ability and motivation to learn new technologies quickly.</p> <p>A positive and helpful attitude towards work and colleagues.</p> <p>Willingness to work flexibly.</p> <p>Willingness to work outside normal working hours on occasions in cases of operational necessity.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p><b>Special requirements</b></p> <p>This role requires the ability to spend long periods standing, moving and installing IT/Audio Visual equipment, working in confined and/or awkward spaces for short periods of time and/or working at height.</p> <p>Applicants need to be able to carry out the duties of the post with reasonable adjustments where necessary/practicable.</p>	<p>E</p>