



## JOB DESCRIPTION

<b>Job Title:</b> Local Network Technician	<b>Grade/Level:</b> 6 (£26,421 to £28,770 per annum)	
<b>Location:</b> Bishop Milner Catholic College - Dudley DY1 3BY: <ul style="list-style-type: none"> <li>• St Chad's Catholic Primary School - Dudley DY3 3UE</li> <li>• St Joseph's Catholic Primary School - Dudley DY2 7PW</li> <li>• St John Bosco Catholic Primary School - West Bromwich B71 2ST</li> </ul>	<b>Closing Date:</b> Friday 26 <sup>th</sup> January 2024	<b>Date Prepared:</b> December 2023
<b>Reporting to:</b> Local Network Manager		
<b>Job Purpose:</b> <p>This role will be split between one secondary and three primary schools. Listed above. It's expected that the Local Network Technician will attend these primaries 1 day a week each. You will spend the other two days at Bishop Milner Catholic College.</p> <p>Responsible for the day to day running and maintenance of the academy's computer systems and provide a high standard of technical support to all users. Supporting the Local Network Manager and Central Network Manager with ongoing projects throughout the academy.</p> <p>The post holder will be expected to provide an efficient, effective and compliant service ensuring that the highest standards are always achieved. The post holder is required to be flexible in their approach to work, with a positive attitude and work with honesty, confidentiality and integrity whilst always carrying out their duties. Duties and responsibilities will include but are not limited to, those outlined in this job description. This job description may be modified by the Board of Directors, to reflect or anticipate changes in the role, commensurate with the salary and job title.</p>		
<b>Key Duties Responsibilities and Tasks</b>		
<ul style="list-style-type: none"> <li>• Monitoring ICT ticketing system and providing updates to users on progress.</li> <li>• Maintenance of Apple &amp; Windows based desktops/laptops/tablets.</li> <li>• Maintenance of printers and photocopiers throughout each school (PaperCut).</li> <li>• Inspection of ICT suites and device trolleys on a regular basis to identify faults or damage to prevent downtime.</li> <li>• Inspection of classrooms on a regular basis to ensure all rooms have functioning AV equipment and all wiring is safe and secure.</li> <li>• Cleaning of projector filters or printers.</li> <li>• Replacement of printer consumables (including toners, drum units, fusers etc).</li> </ul>		



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- Repair hardware & software faults with laptops, desktops, printers and tablet devices.
- Installation of operating systems and software.
- Installation, maintenance and on-going support of projectors, interactive whiteboards, interactive displays and speaker systems.
- Ensuring backups (Veeam) are taken.
- Supporting and updating the internal WiFi at each site (Unify).
- Deployment of new equipment throughout each school, including but not limited to, PC's, laptops, tablets, monitors, speakers, printers, keyboards, mice, scanners, projectors, interactive whiteboards, network switches and wireless access points.
- Recycling of old equipment ensuring disposal procedures are followed and data removed.
- Updating of ICT asset registers.
- Responsible for the delivery of new equipment and ensuring relevant paperwork is provided to the finance team and records updated on the ICT asset register.
- Liaison with third party suppliers in regards to warranty issues or support contracts.
- Provide ICT support to Exams Officer during the Summer results period.
- Maintain web filtering and monitoring (Sophos and Smoothwall monitor) to ensure systems are safeguarded and cyber secure for staff and students.
- Maintain, monitor and installation of CCTV systems (Hikvision), providing access to footage when required by senior leaders.
- Maintain and monitor access control systems (Paxton).
- Maintain, monitor and installation of IP telephony (3CX).
- Support each school with any third-party ICT systems which they subscribe to.
- Support each school with website updates alongside third-party providers and other members of the MAC to ensure all websites are compliant.
- Working with the local network manager and central network manager to provide support on any other ICT related tasks which may arise.
- Working as part of a large central IT team across a MAC of 8 schools.

### General Requirements:

#### All Academy staff are expected to:

- Support the work of the MAC.
- Undertake training and professional development as appropriate and take an active part in identifying needs and sourcing training.
- Commensurate with the level of the post holder undertake such other tasks that may be required to further the efficiency of the MAC.
- Ensure that all duties are performed in accordance with policies and guidelines.
- To work within and encourage the MAC Equal Opportunities Policies.
- Work towards and support the Academy/college vision and objectives.
- Support and contribute to the safeguarding of students.



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- Work within the Academy health and safety policy to ensure a safe working environment for all.
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.
- Be fully supportive of the Catholic ethos.



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## PERSON SPECIFICATION

	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in an ICT environment (minimum of 2 years).</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in ICT in an education setting.</li> </ul>
<b>Qualifications/Training</b>	<ul style="list-style-type: none"> <li>• GCSE or equivalent Maths and English (Grade C/4 or above).</li> <li>• GCSE or equivalent Computer Science/ICT (Grade C/4 or above).</li> <li>• Level 2 or equivalent computer qualification.</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Qualifications.</li> <li>• CompTIA A+ Qualifications.</li> <li>• Cisco CCNA Qualifications.</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Basic knowledge of Active Directory/DHCP/DNS/Group Policy Management/NPS.</li> <li>• Experience of MECM/SCCM.</li> <li>• Knowledge and experience of Windows 10/11, Windows Server 2016/2019/2022.</li> <li>• Knowledge and experience of installing and repairing ICT equipment.</li> <li>• Understanding of Microsoft Office.</li> <li>• Knowledge of Office365.</li> <li>• Able to maintain accurate electronic and written records.</li> <li>• Excellent attitude to providing the best possible service to all users.</li> <li>• Strong teamwork ethos and ability to work as part of a team.</li> <li>• Self-motivation and determination with the proven ability to multitask, organise and prioritise workload while having to work under pressure and to deadlines.</li> <li>• Ability to adapt to new situations, solve problems, and develop new skills.</li> <li>• Understanding of the need for confidentiality and discretion.</li> <li>• A willingness to learn new skills and develop technological knowledge.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of MIS systems.</li> <li>• Experience of Hikvision &amp; Paxton.</li> <li>• Experience of working with Sophos firewalls.</li> <li>• Knowledge of Google Workspace for Education.</li> <li>• Innovative thinker – ability to turn user requirements into workable solutions.</li> <li>• Effective presentational and interpersonal skills – with the capability to communicate concisely and effectively equally well with fellow staff, non-technical colleagues and with students.</li> </ul>



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	<ul style="list-style-type: none"> <li>• Effective communication skills both verbal and written.</li> <li>• Keen interest and passion for continual professional development in technical expertise and service management/delivery.</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Commitment to undergo further training and development as appropriate.</li> <li>• Willingness to undertake an Enhanced DBS Disclosure.</li> <li>• Willingness to contribute to IT training (e.g. in conjunction with rollout of new operating systems / applications).</li> <li>• Valid full driving license and vehicle.</li> </ul>	



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