

SENIOR TECHNICAL SUPPORT ENGINEER JOB DESCRIPTION

Core Responsibilities

- To provide an outstanding level of IT support to staff, students and visitors of HVS
- To be the second line of support for students and staff
- To ensure that all IT support needs are logged, investigated and resolved (or escalated where appropriate), promptly
- To support students, staff, visitors in their use of all aspects of our IT facilities, including our Google Workspace
- To image, deploy and maintain IT hardware including desktops, laptops, Chromebooks and other peripheral equipment such as printers, interactive whiteboards and projectors
- To install and test new software and software updates/upgrades, ensuring compliance with software licensing regulations
- To support audio-visual activities across the school
- To maintain confidentiality at all times in respect of school-related matters to prevent disclosure of confidential and sensitive information
- To support GDPR compliance
- To ensure IT and E-safety policies are complied with across all the HVS network, users and devices
- To provide training and guidance to staff for the best use of tools and services within the school
- To act as a point of escalation for our Junior Technical Support Engineer
- To undertake any other duties not mentioned above, as specified by the IT Manager or other senior colleagues.

Specific Responsibilities

- Play a key role in maintaining the School's network, hardware and equipment
- Ensure the range of School equipment including, but not limited to, laptops, Chromebooks, desktops, printers, photocopiers, network equipment and VOIP are maintained and working, and remedy any problems as appropriate
- Record and maintain an accurate ICT audit of all equipment and keep it up-to-date
- Support the IT Manager in the procurement and implementation of new hardware, software and services.

Support the day-to-day running of the School's IT Systems

- Support staff, students and visitors in the use of all school provided software, services and hardware
- Use and management of services including: print management (PapersCut), wireless (and VOIP telephony management. Full training will be provided
- Application implementation and rollout
- Carry out network maintenance such as reviewing security logs, monitor data storage and producing network documentation
- Respond to and resolve support issues raised by network users promptly and effectively
- Escalate issues to the IT Manager and liaise to a resolution as required

Provide advice and support to staff and students as directed by line manager

- Support individuals with development of IT skills and software familiarisation
- Provide IT support to School activities such as assemblies, specialist days (i.e. Sports Day), School open events and recruitment days
- Ensure the use of IT is used effectively to promote learning across all subject areas
- Support administration systems as required including the School MIS, Microsoft applications and School finance systems
- Demonstrate and give advice on the safe use of equipment to staff and students ensuring all IT working practices adhere to Health and Safety requirements following, where applicable, the school's policies and risk assessments

Ensure e-safety across the HVS network, users and devices

- Ensure relevant School policies are implemented and procedures followed to ensure safeguarding of students, staff and visitors
- Maintain and monitor classroom management software
- Ensure the School network, applications and services are used appropriately at all times
- Monitor breaches of policy and escalate in accordance with established procedures
- Assist the IT Manager with routinely testing the network to ensure robustness of firewall and filtering
- Escalate issues to IT Manager and liaise to a resolution as required

To provide system support in student data and outcome reporting

- Ensure all systems are set up for the efficient and accurate input of student data
- Work with the relevant Deputy Head to enable timely production of a range of data reports to SLT, teachers and parents

To contribute to the development and implementation of HVS's ICT strategy

- Maintain familiarity with IT developments and the current cyber security threat landscape
- Work with the IT team on implementation of additional hardware and software as the school expands initially to include a 6th Form in Sept 2023
- Work with School Leaders to ensure compliance with GDPR. Full training will be provided.

The above list is not exhaustive and the post holder may therefore be directed by the IT Manager to undertake any other duties. All members of the School Administration team are expected to work collaboratively to ensure the smooth running of HVS throughout the year.