**Job description**

**Senior IT Technician**

**The Becket School**

**Job purpose**

To provide support to the Trust IT Director in the day to day organisation of the Academy IT Services Department, including the management of the network infrastructure, database services and ICT Helpdesk

You will provide ICT and technical support, including lighting, sound, audio and visual for the Music and Drama departments, plus whole school and external events.

**Specific responsibilities**

* Organisation of the day to day operation of network resources including hardware, software and cabling.
* Liaison with the Trust IT Director on matters affecting the network and taking appropriate preventative/corrective action where appropriate (servers, desktops, laptops, wireless and wired networks, phone system, printers, software, etc).
* Support the Trust IT Director in the identification, planning and costing of all future developments and upgrades to the ICT infrastructure.
* Install, repair and configure components, peripherals and software for PCs and networks as required.
* Oversee all project work for hardware/software/infrastructure ensuring service delivery is not compromised and report on the progress of any such projects. This may involve liaising with external contractors.
* Arrange for the annual inspection and safety testing of computer equipment.
* In liaison with the Trust IT Director, ensure that computer systems are secure in line with the Data Protection Act and academy policies.
* Management of Internet filtering.
* Manage applications and user accounts.
* Contribute to the formulation of the disaster recovery plan and ensure back-up systems and contingencies are carried out effectively. When recovery has been necessary, investigate the circumstances leading up to the event and review the effectiveness of implemented procedures.
* Assess and prioritise calls logged on the IT Services helpdesk, ensuring the call is allocated to the relevant member of staff.
* Ensure that all IT Services helpdesk call responses meet Service Level expectations.
* Assist all members of Academy staff with ICT issues, ensuring all issues are logged to the helpdesk.
* Day to day supervision of the IT Technician to ensure effective service delivery at all times.
* Monitor the departmental consumables budget and process inter-departmental charges monthly.
* Provide onsite and remote support to other OLOL academies as required.
* Responsibility for maintaining the computer inventory, insurance list and computer audit.
* To work with the Music and Drama department, assisting with lighting and sound requirements for shows and other requirements.
* To set up PA/AV systems and provide technical support for school events such as staff meetings, training, assemblies etc.
* Perform any task or duty under the reasonable direction of your line manager, IT Director or the Headteacher.

*This job description contains the main accountabilities relating to this post and does not describe in detail all the tasks required to carry them out. All staff are expected to be flexible to ensure the most effective organisation and delivery of services.*

*The duties and responsibilities of the post will evolve to meet changes in financial regulations, statutory requirements or the natural development of the Academy and/or Trust. Such changes are, therefore, a normal part of the post and the post holder must be prepared to undertake any other duties commensurate with the general level of responsibility of the post which may be determined from time to time subject to the proviso that any permanent, substantial changes shall be incorporated into the job description and evaluated as such.*