

Job Description Whitley Academy



Job Title: IT Technician

Grade: 5 (£20,661-£25,951) Fulltime, all year round

Line Manager: IT Manager

Location: Whitley Academy

Job Purpose:

Under the leadership of the ICT Manager; to support staff engaged in the use of Information & Communication Technology, in all aspects of the school curriculum and business support.

Maintain to a high standard, the performance and security of the school network. Both hardware and software based.

Duties and Responsibilities:

Primary Duties

- Support for 400+ network attached devices including but not limited to desktops, laptops, projectors, switches, wireless access points, printers, mobile phones, tablets, IWB, projectors and video conferencing.
- Support for 100+ members of staff and 850+ students including but not limited to file recovery, password management, classroom support
- Configuration and maintenance of an Active Directory based network
- Provide support to 100+ members of staff on the internally hosted Exchange email system including but not limited to distribution lists; searching for lost mail, creating accounts and archiving disabled accounts
- Monitoring and management of internet usage using Watchguard
- Create and manage "Group Policies" to provide additional functionality to staff and students or to prevent staff and students from accessing parts of the network that should be unreachable
- Escalate problems where appropriate to the ICT Manager.
- Assist in the management of stock control, ICT equipment, consumables and software to ensure new equipment is deployed onto the network using the appropriate procedures.
- Arranging the provision of appropriate levels of consumables stock in user areas.
- Assist in the maintenance of records of hardware and software held by each department.
- Checking and cleaning equipment, undertaking minor repairs and replacement of parts as necessary.

Secondary Duties

- Assist with the ongoing and specific ICT inset of staff and attending Inset courses as required.
- Give assistance with any long term project of an ICT nature.
- Ownership of smaller projects as directed by the ICT Manager.
- Provide desktop support to users of Microsoft Excel where required on spreadsheet design and implementation
- Perform upgrades on equipment such as laptops and desktops where specified by the ICT Manager
- System build and imaging using Microsoft deployment tools such as MDT.
- Creating and updating a student mandatory profile to ensure that all students have a locked down desktop
- Attend meetings as required.
- Undertake other such technical duties within the Academy as may be required.
- Liaise with other technical staff and with teaching staff as appropriate.
- Testing and replacing physical telephones as per the needs of the Academy. This includes administration of the VoIP system itself – creating new users etc.
- Provide support for the school's communication devices including the external website, internal intranet and internal, ICT based, displays such as XIBO.
- Provide support for staff in setting up Auditorium for assembly / OOH presentations including but not limited to Parent's.
- Evenings, Displays, Open Evenings in association with the Audio technician responsible for P.A. set up
- Liaise with external suppliers where required
- Provide holiday cover for IT queries during the annual leave of the ICT Manager
- Offer best practise advice with regards to data security
- Any other duties and responsibilities within the range of the salary grade.

Safety

Ensure compliance with all relevant health and safety standards in the working areas and that all equipment/materials are safe before issue to pupils and staff or use by pupils and staff.

Supervision

Supervision will be provided by the ICT Network Manager..

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Whitley Academy's Equal Opportunities Policy and are committed to safeguarding and promoting the welfare of children. This post is exempted under the Rehabilitation of Offenders Act 1974 and as such, appointment will be conditional upon the receipt of a satisfactory response to a check of police records via the Disclosure and Barring Service (DBS).

All duties and responsibilities must be carried out with due regard to the Academy's Health and Safety Policy.

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the Academy's Equal Opportunities Policy.

Duties which include the processing of any personal data must be undertaken within the corporate data protection guidelines.

Date Reviewed: April 2017