TUNBRIDGE WELLS GRAMMAR SCHOOL for BOYS

Job Title: **Network Support Technician**
Grade: Kent Range 5
Responsible to: IT Support Manager

Purpose of the Job

To support the use of ICT within the school environment through maintenance of ICT software, hardware and related equipment, and providing support to staff and pupils to ensure administration and learning outcomes are maximised.

Contribute to the safeguarding and promotion of the welfare and personal care of children and young people with regard to the area child protection procedures.

Key duties and responsibilities

- Be responsible for the installation and maintenance of computer hardware and software
- Maintain a comprehensive database of all support requests and allocate jobs to appropriate staff
- Ensure dedicated ICT areas are ready for use each day and that they are in good working order at the end of each day
- Check hardware regularly, repairing simple faults or reporting more complicated faults to a specialist technician / audio-visual service / contractor as appropriate
- Support teaching staff / pupils in technical aspects of ICT
- Maintain computer files by backing up / archiving and updating/deleting information as appropriate
- Maintain and develop network
- Support adherence to ICT policies, including those relating to safeguarding and internet usage, Data Protection and Information Management (including data transfer) and report any concerns
- Resolve hardware / software technical issues.
- Provides basic ICT training
- Ensure that the asset register is kept up to date with any IT hardware changes
- Maintaining the various online services that the school uses, such as Office 365, ShowMyHomeWork, Moodle and GCSE Pod
- Maintain the software packages that the school uses, ensuring that licensing agreements are followed
- To assist with CCTV requests, ensuring all requests are logged, including supporting investigations, and ensuring the school follows safeguarding and GDPR protocols.
- Under the guidance of the IT Manager, configure and manage CCTV cameras.
- Under the guidance of the IT Manager, maintain systems relating to CCTV such as the VMS and ensuring it is up to date server side and for clients.
- Provision and arrange for new ID badges on the access control system
- Ensure the accurate timings of the access control system.
- Assist with Access Control system issues and contact our support provider if necessary.
- Under the guidance of the IT Manager, program, deploy and maintain phones on the schools IP phone system.

Other Duties

- To be flexible on working hours as and when necessary, including weekends, and oversee the IT support for inset days, school events and exam results days.

Individuals in this role may also undertake some or all of the following:
1. Provide bespoke ICT training for staff and pupils
2. Check and maintain stocks of ICT equipment

Health and Safety
1. Be aware of the responsibility for personal health, safety and welfare and that of others who may be affected by your actions or intentions.
2. Co-operate with the employer on all issues to do with health, safety and welfare.

Continuing Professional Development
1. In conjunction with the line manager, take responsibility for personal professional development, keeping up to date with research and developments related to school efficiency, which may lead to improvements in the day to day running of the School.
2. Keep up to date with current educational developments and legislation.
3. Undertake any necessary professional development as identified in the School Improvement Plan taking full advantage of any relevant training and development available.
4. Maintain a professional portfolio of evidence to support the Performance Management process – evaluating and improving own practice.

This job description will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

Elements of this job description and changes to it may be negotiated at the request of either the Headteacher of the incumbent of the post.

PERSON SPECIFICATION

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	Level 2 Diploma (or equivalent)
EXPERIENCE	Experience in an IT environment and working with relevant software and Networks
SKILLS AND ABILITIES	Must be able to communicate verbally with staff at all levels, along with pupils Understanding of the Health and Safety issues relating to IT
KNOWLEDGE	Knowledge and experience in a range of ICT system and software packages. Knowledge of managing a network Full understanding or Data Protection Act 1998, Freedom of Information Act 2000 and Information Governance.