

THE CHERWELL SCHOOL
Opportunity, Responsibility, Excellence

Senior ICT Technician

Job Description

Responsible to: ICT Manager

Salary Scale: Grade 9

Working Time: 37 hours per week; all year round
Annual Leave; 29 days per annum (plus bank holidays)

Job Purpose:

The role of the ICT technician is to support staff and students in their use of ICT equipment, including the ability to:

- Liaise effectively with staff to provide a solution to their requirements
- Be able to project manage workloads
- Provide second level of in-school support for more complex requests
- Understand the importance of balance trouble-shooting against monitoring and scheduled maintenance
- Give appropriate level of advice on compatibility of hardware and OS also compatibility of applications with existing systems based on user requirements
- Aware of the support request analysis in providing management information and informing service development
- Monitor and maintain the internal helpdesk system
- Monitor and configure where appropriate network peripherals
- Apply the latest hotfixes/patches to servers and perform housekeeping tasks
- Be actively involved with system management including back-ups, disaster recovery, security and virus protection
- Adhere to health and safety rules and keep the ICT areas clear and safe
- Perform advanced diagnosis faults on computers, networks, peripherals and applications
- Understand the nature of inventory design for the purposes of security and insurance
- Understand the importance of contingency planning at different levels for elements of the school's business
- Take appropriate action to minimise health, safety and security risks that arise during learning / work activities

Tasks:

- Perform advanced diagnosis procedures on hardware, peripherals and applications.
- Give appropriate level of advice on compatibility of hardware and OS
- Give appropriate level of advice on compatibility of applications with existing systems, based on user requirements
- Design and implement network infrastructure to meet the school's requirements
- Install additional servers and upgrade the network operating system
- Commissioning and decommissioning servers and services as required
- Maintaining web filtering systems, VPN and other remote access technology
- Act as the Network Manager in their absence
- Deploying curriculum software, MSI, EXE, Chrome apps etc.

- Manage remote access to the schools' intranet and internal network
- Design implement and monitor the school procedure on receiving and testing ICT equipment
- Implement appropriate security systems to protect hardware, data and confidential information
- Install and set basic configuration options for equipment such as switches and routers.
- Install software and CDs on server, trouble-shooting installation
- Maintain hardware and software on the server
- Create network shares and manage access rights
- Monitor system logs
- Advise other staff of health & safety aspects of proposed developments
- Interpret detailed diagnostic information
- Prioritise resolution and determine whether external support is required
- Train groups of staff
- Negotiate with suppliers
- Document current policies and practice
- Identify application compatibility issues
- Actively seek to maintain and extend expertise in appropriate areas
- Responsible for implementing backup and virus protection policies
- Ensure school policy on staff and pupil access to data and files is implemented
- Understand how service continuity means more than immediate 100% availability, and how alternatives to key systems can allow the school to continue to function at a basic level
- Have technical knowledge of a wide range of solutions
- Expert computer and network user
- Actively seek to broaden knowledge and skills
- Understand function of, and can create, macros, scripts and other simple program code
- Understand how to move data between different applications using appropriate file formats
- Understand which resources are available to support the ICT function, and how they might be allocated
- Aware of the importance of structured record keeping and reporting
- Detailed knowledge of school structure, including staffing roles and responsibilities
- Understand how ICT can enhance the teaching and learning in, and management of schools
- Good level of written and spoken English appropriate to the context and audience

Mental Health and Wellbeing:

- To carry out safeguarding duties and promote children's wellbeing in accordance with school guidelines
- To work with the Senior Leadership Team (SLT) in setting a culture within the school that supports the mental health and wellbeing of all members of the community as described in the school's Mental Health and Wellbeing Policy.
- Develop effective professional relationships with colleagues, knowing how and when to draw on advice and specialist support

General Duties:

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure equal opportunities for all
- To contribute to the overall ethos/work ethic of the school
- To seek to develop the values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs within the school community
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and appraisal as required
- To contribute fully to the school's safeguarding policy and procedures and attend regular safeguarding training

Notes:

- While every effort had been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified
- Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description

The Cherwell School and the River Learning Trust are committed to safeguarding and promoting the welfare of all children and preventing extremism; all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. The successful candidate will be required to undergo an Enhanced Disclosure from the Disclosure and Barring Service (DBS) and obtain any other statutorily required clearance. Employment will also be conditional on the receipt of at least two acceptable references (1 from current/latest employer) and evidence of the formal qualifications required for the role.

January 2020