WOOD GREEN
SCHOOL

Job Description-Support Staff

Job Title	**IT Technician**
Responsible to	Headteacher via Acer Trust IT Services Manager
Establishment/ location	Wood Green School, Woodstock Road, Witney OX28 1DX
Review date of Job Description	November 2018
Grade/salary	Local Government Service Grade 6
Hours/working time	37 hours per week, 52 weeks per year, flexible working
Post responsible for	Providing IT hardware and software level 2 support for the school and liaising with the school's external support contractor to resolve level 3 issues
Purpose of Post	Assist the Acer Trust IT Services Manager in providing a stable and sustainable IT infrastructure that meets the school's and Acer Trust's educational and administrative needs.

Main Duties and Responsibilities

- Working in a team, provide IT hardware and software level 2 support for the school IT systems
- Liaising with the Acer Trust IT Services Manager or the school's external support contractors to resolve level 3 issues
- Liaise with other IT Support staff to set own daily support priorities to deliver school priorities
- Support adherence to school ICT policies, including those relating to safeguarding and internet usage, Data Protection and Information Management (including data transfers) and report any concerns.

Desktop and Application Support
- Installation and maintenance of PCs, peripherals and applications
- Troubleshoot and resolve level two user desktop and application issues and resolve level three issues through liaison with the Senior IT Technician, Acer Trust IT Services Manager or external support partners where appropriate
- Maintenance and troubleshooting of AV equipment and projectors
- Advise on compatibility of hardware, applications and user requirements
- Identify and recommend purchase of upgrades or replacement of IT equipment and applications, on request

Network Support
- Basic diagnostic and recovery routines on network equipment
- Liaise with external IT Support partner for maintenance of the network infrastructure
- Oversee the school's network utilising Microsoft Windows Server Tools

- Manage the WGS Active Directory adding, transferring and deleting users as needed
- Conduct basic maintenance of DHCP, DNS and Group Policy
- Liaise with external IT Support partner to co-ordinate the integration of WGS IT systems with third party applications such as the school's Management Information System and Office 365

Resource Management
- Liaise with our web filtering partner, EXA, to help ensure effective web filtering is in place to ensure e-safety of users
- Liaise with photocopier, telephone and cashless catering system providers to resolve issues
- Liaise with PS Financials to maintain Finance System
- Provide ICT support for presentations, exams and performances as requested

Development and Maintenance of Technical Systems
- Use the school IT Helpdesk management system to coordinate resolution of internal IT support requests
- Help maintain an up-to-date inventory of IT hardware assets and recommend appropriate replacement need
- Help maintain an up-to-date inventory of software licences to ensure compliance
- Contribute to implementing the school's asset disposal strategy
- Log level 2 network configuration changes, software installation details and hardware faults/resolutions in the online *WGS IT Support Handbook*
- Help implement and monitor the school's network security, back-up and data recovery systems
- Monitor the school's anti-virus, Internet access filtering, email filtering and related e-safety monitoring systems and report any identified issues
- Assist in implementing the strategic direction of IT as laid out by the Acer Trust IT Services Manager
- Investigate appropriate use of the school network on request

General
- Undertake such other duties and responsibilities of an equivalent nature, as defined by line management from time-to-time, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

General Accountabilities

General Duties	• Undertake any necessary training • Attend staff meetings where relevant --
Health and Safety	• To have due regard for health and safety in the workplace • To be familiar with, and adhere to, relevant parts of the school's Health and Safety Policy • Co-operate with health and safety requirements • Report all known defects

Organisational Effectiveness	• Use, but do not misuse anything provided for your health, safety and welfare • Do not undertake unsafe acts • Inform Head of Establishment of any 'Near-Misses' • Be familiar with the emergency action plans for fire, first aid and security issues • Undertake specific designated duties regarding emergency evacuation • Raise health and safety and environmental issues with students -- • Any task which is appropriate to the post level in order to maintain/enhance organisational effectiveness which may include redeployment to other departments – to include cover for absent colleagues and/or relocation to areas of need
Child Protection **Standards and Quality Assurance**	**Responsibilities and Accountabilities** Wood Green School is committed to safeguarding and promoting the health, safety and welfare of children, young people and vulnerable adults. Staff and volunteers are expected to share this commitment for whom they are responsible or with whom they come into contact in the course of their duties. All successful candidates will be subject to Criminal Records Bureau checks along with other relevant employment checks. • Support the aims and ethos of the school as identified in the staff handbook • Promote and model good relationships with pupils, colleagues, parents and visitors • Set a good example in terms of dress, punctuality and attendance. • Participate in training and take a lead in own professional development • Participate in the School's staff appraisal process
Notes:	• Whilst every effort has 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.

Person Specification: IT Technician

Technical experience and knowledge

Essential

- Two years relevant ICT support experience
- Ability to resolve level 2 support issues, and liaise with external support partners to help resolve level 3 issues
- Understanding of a virtualized environment such as Microsoft Hyper V
- Understand the role and function of network services and protocols such as DNS, DHCP and IP
- Ability to monitor and interpret diagnostic information generated by logs such as Microsoft Windows Event Viewer and use such information to resolve issues and inform developments
- Experience with Windows operating systems such as Windows 7, & Windows 10
- Experience with Windows Server operating systems such as 2008R2, 2012R2 and 2016
- Experience with Microsoft Office 2016 and Office 365
- Experience of troubleshooting level 2 desktop computer issues
- Experience with Windows Server Tools such as Active Directory, Group Policy and User account management.
- Knowledge of typical level 2 Local Area Network hardware issues and their typical resolution

Desirable

- Experience of using Capita SIMs Management Information System
- Experience of use of helpdesk software such as Spiceworks
- Experience with Apple operating systems and server applications
- Experience of enterprise wireless solutions

Personal Characteristics

- Good listening and communication skills
- Good organisational skills
- Ability to plan own workload within a team and respond to school priorities
- Work as part of a whole school/multifunctional team
- Accessible to and approachable by students and staff
- Commitment to own professional development
- A commitment to the ethos and policies of the school