



## **JOB DESCRIPTION**

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| <b>Post:</b>                | IT Network Technician  |
| <b>Pay Scale:</b>           | Scale 3 (Point 5 - 6, £21,591 - £21,981)   |
| <b>Location:</b>            | Kingsford Community School   |
| <b>Working Hours:</b>       | 36 hours per week  |
| <b>Working Pattern:</b>     | Full Time, Monday to Friday 8:00am to 4:12pm with an hour for lunch<br><i>(Some flexibility in working hours will be essential, including evenings and weekends)</i> |
| <b>Responsible to:</b>      | IT Network Manager   |
| <b>Other Relationships:</b> | All school staff, students, visitors, external agencies  |

### **The Role**

Under the direction of the IT Network Manager, as IT Network Technician, you will play a central role in maintaining and improving the school's ICT infrastructure by supporting every aspect of the school's use of technology to enhance education. You will provide an efficient and effective customer service and problem solving facility school wide, and will be one of the first lines of support for school staff, as well as students. You will also assist in all aspects relating to the support, care and maintenance of computing, audio visual, online services and software across the school, and help to diagnose and correct software and hardware technical problems, as well as deploy new solutions for school IT users.

### **Responsibilities**

- To provide first and second line support to students and staff for hardware, software, audio visual, photocopiers and online services.
- To assist with the setting up, maintenance and repair of hardware, audio visual equipment and networking devices.
- To install and configure software applications.
- To assist with the upkeep of the school IT inventory.
- To help produce and maintain IT reports, checklists and other documentation as necessary.
- To help maintain appropriate stock levels of peripherals and consumables and to raise purchase orders as necessary.
- To maintain satisfactory standards of safety and security in relation to computer rooms and equipment.
- To setup and organise repairs and service callouts for various computing, audio visual or photocopying equipment.
- To be aware of and abide by the School's health and safety procedures and policies.
- To undertake any other relevant duties as may reasonably be requested by the IT Network Manager or Senior Leadership Team.

### **Equal Opportunities and School Vision**

- To ensure and display commitment to the implementation of the school vision and Ethos.
- To be committed to the schools policies on Equal Opportunities and Learning Support, and inclusion.
- To be committed to the continual raising of levels of achievement for all our students.
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August 2019

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation in the light of changing school needs. 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 responsibilities and duties.



- To work with confidentiality and sensitivity, which are essential when dealing with parents of our multi-ethnic school.

#### **Other**

- Actively promote the safety and welfare of our children and young people.
- Ensure compliance with General Data Protection Regulation (GDPR).
- Liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy.
- Duties may be varied to meet the changing demands of the school at the reasonable discretion of the Headteacher.

***Kingsford Community School is committed to safeguarding and promoting the welfare of children and young people in accordance with DFE Safeguarding Children and Safer Recruitment regulations. The school expects all staff and volunteers to share this commitment.***



## **PERSON SPECIFICATION**

### Personal Qualities

- Confidentiality
- Good interpersonal skills; the ability to communicate effectively with a variety of people
- The capacity to remain calm and to cope with the unexpected
- Excellent time keeping
- Committed and enthusiastic
- Confident, positive and flexible attitude

### Skills & Abilities

- Experience working within an IT support team providing first line support
- A good knowledge of Windows 7/10 and Windows Server 2012/2018 operating system environments
- A good knowledge of Apple iOS, iOS MDM software and Apple mobile devices
- Experience of MacOS and Apple computer hardware
- Experience of Active Directory and Group Policy Management
- Ability to carry out basic repairs to hardware and peripherals
- Be aware of safety issues associated with electrical equipment
- Experience of maintaining network infrastructure
- Able to keep up to date with developments on IT and technology
- Any relevant IT qualifications such as the examples listed below would be seen as advantageous, however a willingness to learn and develop in the role is more critical;
  - Microsoft Certified Professional (MCP)
  - Microsoft Certified Systems Administrator (MCSA)
  - Microsoft Certified Systems Engineer (MCSE)
  - Microsoft Certified Technical Specialist (MCTS)
  - Microsoft Certified IT Professional (MSITP)

### Personal Style and Behaviour

- Passion for and positive commitment to providing high quality services to clients
- Commitment to promote and work within the values of NPW, including equality of opportunities
- Politically adept, able to demonstrate credibility and earn respect while dealing with stakeholders including Newham Council, Headteachers, Governors and Unions
- Able to work both on own initiative and collaboratively
- Able to be authoritative yet willing to take account of the views of others and be responsive to them

### Qualifications

- The successful candidate is likely to be educated to at least A-Level and/or Level 3 Computer Support
- Preferably educated to degree level