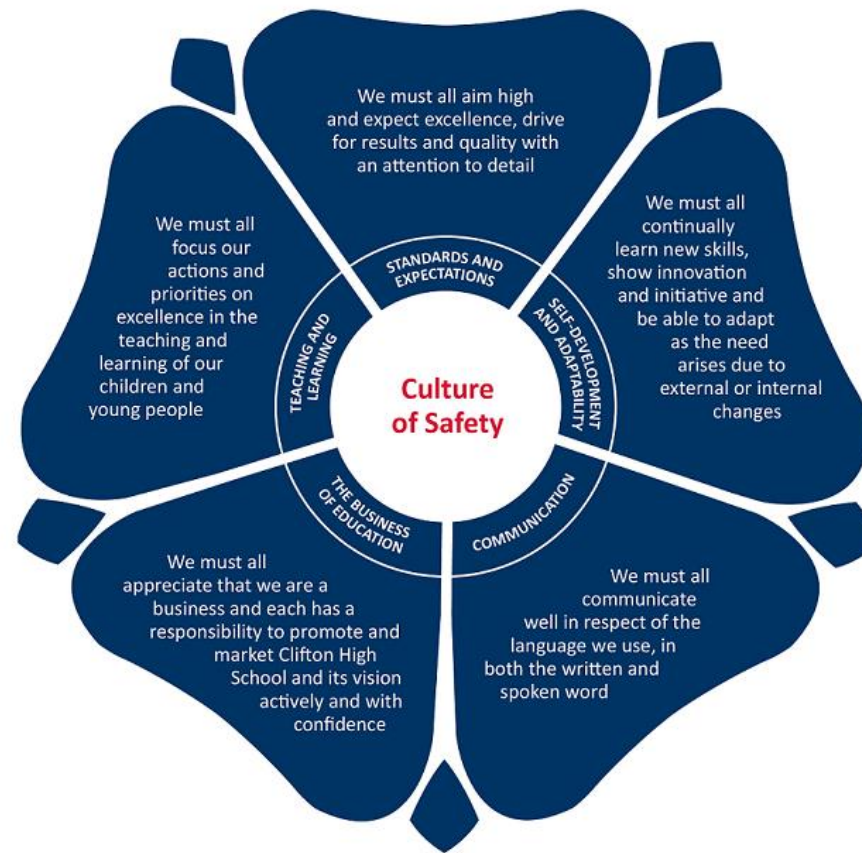


## SENIOR ICT TECHNICIAN





**Clifton High School**

co-educational nursery school to sixth form

**ACCOUNTABILITES AND DESCRIPTION OF POST**

**SENIOR ICT TECHNICIAN**

<b>JOB TITLE:</b>	<b>SENIOR ICT TECHNICIAN</b>
<b>DEPARTMENT:</b>	<b>INFORMATION TECHNOLOGY</b>
<b>REPORTS TO:</b>	<b>IT MANAGER</b>

<b>1.</b>	<p><b>GENERAL QUALITIES</b></p> <p><b>Function</b></p> <ul style="list-style-type: none"><li>• Responsibility to provide first and second line technical support to teaching and support staff across the School.</li><li>• Responsibility to take direction from the IT Manager and directly consult on third line support issues.</li></ul> <p><b>Purpose of the job and primary objectives</b></p> <p>Clifton High School is an independent School in a highly competitive market for fee-paying pupils. We are lucky to have the resources to deploy exciting and fit for purpose IT and AV solutions around the School because of the fees and investments that parents make in the education of their children. The Governors have approved a significant investment in IT in support of our growing School.</p>
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	<p>This means that the equipment and solutions we deploy and the service we provide to our customers has to be of the highest standard so a “can do attitude” is essential at all times as is a supportive and kind personality to help pupils and staff get the very best from the IT AV solutions deployed.</p> <p>The school uses Microsoft Windows 7 across the site and is currently looking at the deployment of Windows 10 in the near future. We have dedicated Internet access and support a range different software solutions used in both the teaching and admin areas. These include: Microsoft Office 2016, Adobe Creative Cloud, digital displays, door access control systems, and an IP based phone system.</p> <p>All of the employees and pupils of the School need expert technical support in order to perform their duties and to learn effectively.</p> <p><b>Special working conditions</b></p> <ul style="list-style-type: none"> <li>• Schools are physically demanding environments and technicians are expected to move ICT equipment around the school as and when required, observing health and safety regulations and practices at all times.</li> <li>• Support for evening and weekend events where IT and Audio Visual equipment is in use will be required and shared between other members of the department.</li> </ul> <p><b>SAFEGUARDING</b></p> <p>The Clifton High School Senior ICT Technician will be committed to Safeguarding and promoting the welfare of children and young people across this 3-18 School, both in and out of the School when in their charge and care. She or he will also ensure that any volunteers they have engaged to work with the children and young people are also committed to Safeguarding and are fully aware of the School’s policies and procedures beforehand.</p>
2.	<p><b>MAIN RESPONSIBILITIES:</b></p> <p>This is a full-time post requiring availability during all of the school’s term time and other calendared days throughout the year as required for the normal operation of the school.</p> <p>The post will require working after school hours supporting various school events such as performances and visiting speakers.</p> <p>Duties will include:</p> <ul style="list-style-type: none"> <li>• Assist pupils and staff use all the School ICT facilities productively</li> <li>• Manage, setup and maintain the Mac/Windows infrastructure</li> <li>• Setup and maintain networked PCs, Digital Signage and AV equipment located in and owned by the School</li> <li>• Maintain the Android and iPad tablet computers</li> <li>• Add, amend and delete user details required by the system to work on the School Network</li> <li>• Operationally administer any servers located in their span of responsibility</li> </ul>

	<ul style="list-style-type: none"> <li>● Operationally monitor the network infrastructure and report problems</li> <li>● Maintain regular inventory</li> <li>● Liaise with suppliers to resolve hardware and software support issues.</li> <li>● Instruct and advise the IT Technician and report to the IT Manager</li> </ul> <p>It should be noted that the role does not include teaching pupils or working directly with pupils.</p> <p>Clifton High School has a deserved reputation for developing those fortunate to work here. The successful applicant will be expected to develop her or his skills continually, which will mean self-managed learning and attending courses paid for by the School.</p>
3.	<p><b>TERMS AND CONDITIONS SPECIFIC TO THE ROLE OF SENIOR ICT TECHNICIAN</b></p> <p>Hours of work are likely to be 8.00am – 4.00pm each day, all year round. In addition to the normal bank and public holidays, you shall be entitled to an additional 25 days paid holiday.</p> <p>Attendance at annual school events and Open Days is required. The flexibility to occasionally work outside normal working hours is also a requirement to support after school and weekend events.</p>
4.	<p><b>KNOWLEDGE AND UNDERSTANDING:</b></p> <p>At least two years' experience of working in school or other IT network support environment, managing workstations and Windows operating systems.</p> <p>Excellent knowledge of:</p> <ul style="list-style-type: none"> <li>● Windows 10, Windows Server 2016 environment</li> <li>● Active Directory and Group Policy management and administration</li> <li>● OS and Software deployment technologies (MDT Deployment, MSI build, Zuludesk)</li> <li>● Backup management and configuration (DPM)</li> <li>● TCP/IP Networking, VLAN, fault discovery, Impero, SIMS support</li> <li>● O365 and Azure AD management</li> <li>● PowerShell scripting knowledge is desirable</li> <li>● Nimble Storage Technology familiarity would be advantageous</li> <li>● iPad Support + Zuludesk management</li> <li>● Printer Deployment (via AD&amp;GP and PaperCut)</li> <li>● Event Support (Audio/Visual /Presentations)</li> </ul>

	<p>In addition, the Senior IT Technician requires a good working knowledge of:</p> <ul style="list-style-type: none"> <li>• Assembly support (involving editing PowerPoints)</li> <li>• Tablet computers and mobile devices</li> <li>• Google Apps for Education administration</li> <li>• Wireless Networks</li> <li>• Computer Networking</li> <li>• Printers &amp; MFDs</li> <li>• Audio Visual Equipment</li> <li>• Interactive White Boards/Projectors/Touchscreens</li> </ul> <p>Knowledge of the following would be an asset:</p> <ul style="list-style-type: none"> <li>• Salamander</li> <li>• Mac OS X</li> <li>• Mobile Device Management</li> </ul> <p>Good interpersonal skills are vital and an ability to learn new technical content quickly is essential.</p>
5.	<p><b>COMMUNICATIONS:</b></p> <ul style="list-style-type: none"> <li>• Teaching staff</li> <li>• Business support staff</li> <li>• External bodies as required</li> </ul>
6.	<p><b>RESPONSIBILITY FOR:</b></p> <p><b>Managerial responsibilities</b></p> <ul style="list-style-type: none"> <li>• There are no formal line management responsibilities associated with this post</li> </ul> <p><b>Other responsibilities</b></p> <ul style="list-style-type: none"> <li>• Attend Department meetings and other meetings as required by the IT Manager</li> <li>• Ensure the School is compliant with licence requirements for software</li> <li>• Comply with Health and Safety.</li> </ul> <p>The holder of this post is encouraged to participate in the life of the School. The nature of this involvement will vary depending on the interests of the jobholder.</p>

**The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post.**



# Clifton High School

co-educational nursery school to sixth form

## PERSON SPECIFICATION

### SENIOR ICT TECHNICIAN

<b>JOB TITLE:</b>	<b>SENIOR ICT TECHNICIAN</b>		
<b>DEPARTMENT:</b>	<b>INFORMATION TECHNOLOGY</b>		
<b>REPORTS TO:</b>	<b>IT MANAGER</b>		
<b>ASPECTS</b>	<b>Essential</b>  Qualities which are essential to the satisfactory performance of the job and without which an applicant cannot be appointed	<b>Desirable</b>  Qualities additional to those described as essential which may enhance your application. This is not an exhaustive list and you may add anything you feel is relevant to your application for the role.	<b>Assess by</b>  AF = application form  T = Teaching  I = Interview
<b>Skills and abilities</b>	<ul style="list-style-type: none"><li>• Good interpersonal skills</li><li>• Ability to communicate effectively, both orally and in writing</li><li>• Ability to learn new technical content quickly is essential.</li></ul>		I

<b>Knowledge</b>	<p><b>Excellent knowledge of</b></p> <ul style="list-style-type: none"> <li>• Windows 10</li> <li>• Windows Server 2016</li> <li>• Active Directory and Group Policy management and administration</li> <li>• Software deployment technologies (MSI build)</li> <li>• Backup management and configuration (MDT)</li> <li>• TCP/IP Networking, VLAN, fault discovery</li> <li>• O365, Zuludesk, Azure AD management</li> <li>• Printer Deployment (via AD&amp;GP)</li> </ul> <p><b>A good working knowledge of</b></p> <ul style="list-style-type: none"> <li>• Assembly support (involving editing PowerPoints)</li> <li>• Tablet computers and mobile devices.</li> <li>• Google Apps for Education administration.</li> <li>• Wireless Networks</li> <li>• Computer Networking</li> <li>• Printers &amp; MFDs</li> <li>• Audio Visual Equipment</li> <li>• Interactive White Boards/Projectors/Touchscreens</li> </ul>	<ul style="list-style-type: none"> <li>• Office 365</li> <li>• Mac OS X</li> <li>• Mobile Device Management</li> <li>• Linux</li> </ul>	AF/I
<b>Experience</b>	<ul style="list-style-type: none"> <li>• At least two years' experience of working in school or other IT network support environment, managing workstations and Windows operating systems.</li> </ul>		AF
<b>Qualifications and Professional Development</b>	<ul style="list-style-type: none"> <li>• A good standard of written English, minimum Grade C at GCSE or equivalent</li> </ul>	<p>Qualifications in any of the following:</p> <ul style="list-style-type: none"> <li>• MCP / MCITP / OS X Support and CompTIA</li> </ul>	AF
<b>Personal competencies and qualities</b>	<ul style="list-style-type: none"> <li>• Commitment to own professional development</li> <li>• Adaptable and flexible</li> <li>• Ability to take responsibility and to show initiative</li> <li>• Good team worker</li> </ul>		I

<b>Attitudes and Outlook</b>	<ul style="list-style-type: none"> <li>• Ability to work under pressure and a capacity for hard work</li> <li>• Ability to appreciate the needs of the whole school</li> <li>• Positive and proactive approach to continuous improvement</li> </ul>		I
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