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**JOB DESCRIPTION**

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| **Job Title** | Senior ICT Technician |
| **Purpose** | To support the learning and teaching in the school by ensuring our ICT systems are effective and efficiently maintained. To help develop our use of ICT for administration, teaching and learning and to provide basic training to adult users. |
| **Accountable to** | ICT Manager |
| **Responsible for** | Carrying out maintenance and development tasks as assigned by the ICT Manager |
| **Context of the Role** | Ashford School has a well-developed network and every classroom has an interactive screen with an internet connection, a large number of PCs, servers and a wide range of different software. Pupils often bring their own mobile devices (phones, laptops and tablets) to school which can be used on our wireless network. We wish to develop our ICT team even further with a particular emphasis on mobile learning, MDM administration and Apple MAC OSX and iOS support.We have had an iMac suite installed and the school has also gone one-to-one with iPads for staff and students. Therefore, a clear understanding of these systems would be beneficial. You will be responsible for providing technical support to ICT systems including desktops, tablets and servers operating on both Windows and MAC OSX. You will also be responsible for assisting in the development and installation of the school’s core network systems. As we have invested in Apple products a background in Apple Mac network administration would be a clear advantage.  |
| **Key Responsibilities** | * To provide 1st and 2nd line support of desktops/servers and peripherals across all campuses of Ashford School including Wye Free School
* To provide basic training to all Ashford School staff in the use of its systems
* To maintain and develop complex ICT systems for the school as instructed by the ICT manager using the established procedures, working on any of the school’s sites.
* To keep the ICT service desk up to date on the progress of all tasks and help organise the other technicians’ work
* To ensure all administrative databases are fully functional and where necessary advise the ICT Manager of any issues requiring additional action
* To set up and check presentation equipment for functions and assemblies
* To run smaller projects for the ICT manager
* To assist in daily checks around the school to make sure all systems are running correctly
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| **Person Specification** | * Relevant qualifications, preferably to HND/MCSE or degree level.

**Essential*** Experienced and skilled in the following: Windows Active Directory and Office 365, Windows 2008/2012/2016 Server, Windows 7/10 and OSX; DNS/DHCP/ IIS/WDS/KMS; HTML; Layer 2 and 3 Networking including VLANs (HP Procurve); MS Office 2016
* Knowledge of virtualisation of servers either in Hyper-V or VMWare
* Some knowledge of VBS (Visual Basic Scripting) being able to at least modify existing scripts used on the network
* Knowledge of and skills in working within an Apple iOS Environment
* Proactive, flexible and versatile
* Ability to prioritise and work to tight deadlines whilst retaining professional composure
* Smart professional appearance
* Excellent communication skills (both verbal and written) and the ability to provide a first point of contact service for staff and pupils
* Have a key role in the administration and setting up of iPads for student and students
* Two written references, a clear Enhanced DBS check, and proof of the right to reside and work in the UK will be required.

**Desirable** * Knowledge in blended Windows/MAC OSX networks and the interconnections between them
* Evidence of recent and relevant training
* Experience in the following: Wireless Admin (Ruckus), SQL server Administration, Web filtering (Fortigate), MDM (AirWatch), Door Access control (Salto), CCTV, Apple VVP/DEP Profile Manager.
* Ability to relate to a wide range of staff, pupils and visitors
* Excellent organisational skills
* Warm and approachable manner towards staff, pupils and visitors
* Awareness of the importance of confidentiality and data protection
* Ability to work on your own initiative and as part of a team
* Excellent health and attendance record.
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| **Standards of Performance** | To be agreed |
| **Salary** | According to experience and qualifications (£25,000 to £28,000) |
| **Accommodation** | This is a non-resident post |
| **Hours** | 08:00 – 16:30 or 08:30 to 17:00, Monday to Friday. Occasional out of hours work may be required for which overtime will not be paid, but time off in lieu may be agreed. |
| **Holidays** | This is a full time position. Holiday entitlement is 30 days per annum plus statutory days. |

June 2017