WHITEFIELD SCHOOL
an Academy

Job Title:	ICT Technician
Grade:	SCP 9-15 £26,472- £29,214
Hours / Weeks	36 hours per week / 52 weeks per year
Reports to:	ICT Network Manager

We are looking to appoint a knowledgeable, flexible and enthusiastic ICT Technician to work across the school, helping to expand and enhance the ICT provision within the curriculum and admin networks. Our ideal candidate will have experience of working in an ICT Support role, have an interest in all aspects of ICT and enjoy working in a school environment.

Purpose of the role:

The main purpose of the job is to provide ICT support to staff and students. The main duties for this post include:

- Providing desktop support to students and staff in a networked Windows 10 & Apple environment.
- Installation of software (local and networked) and hardware such as PCs, laptops, printers, audio visual equipment etc.
- Identifying the cause of faults and undertaking basic repairs.
- User administration in Active Directory and other subscribed systems.
- Supporting other networked systems such as the VOIP phone and catering systems.
- Troubleshooting wired and wireless network issues.
- Supporting school assemblies and other presentations with any audio visual requirements
- Keeping the inventory of hardware, software and computer supplies up to date.
- Installing print related toner and other consumables.
- Maintaining stock levels of consumables, and re-ordering as required.
- Liaising with vendors for warranty and other repairs.
- Other ICT support related requests.

All new staff at Whitefield School benefit from an excellent induction programme as well as access to our extensive training opportunities. Other incentives in our warm and friendly working environment include access to a clear structure of promotion opportunities, free gym access and regular staff events arranged by our dedicated staff association team.

For further information including an application form and school prospectus please visit the 'vacancies' section on our website *www.whitefield.barnet.sch.uk*

If you have any further queries in relation to this vacancy please contact Christina McGhan Human Resources Officer on 020 8455 4114 ext. 206. Please forward your completed application form by e-mail to CMg@whitefield.barnet.sch.uk

Closing Date: **Monday 5th June 2023 9.00am**
Interview Date: **15th June 2023**

Whitefield School is committed to safeguarding and promoting the welfare of children. The successful candidate will be required to complete an enhanced DBS check in line with Section 115 of the Police Act 1997.

If you have not heard from us within two weeks of the closing date, please assume you have been unsuccessful in your application on this occasion.

WHITEFIELD SCHOOL
an Academy

JOB DESCRIPTION

Job Title:	ICT Technician
Grade:	SCP 9-15 £26,472 - £29,214
Hours / Weeks	36 hours per week / 52 weeks per year
Reports to:	ICT Network Manager

Purpose of the Job

The main purpose of the job is to provide ICT support to staff and students. The main duties for this post include:

- Providing desktop support to students and staff in a networked Windows 10, Chromebook and Apple environment
- Installation of software (local and networked) and hardware such as PCs, laptops, printers, audio visual equipment etc
- Identifying the cause of faults and undertaking basic repairs
- User administration in Active Directory and other subscribed systems
- Supporting other networked systems such as the VOIP phone and catering systems
- Troubleshooting wired and wireless network issues
- Supporting school assemblies and other presentations with any audio visual requirements during anytime
- Providing support to mobile device users
- Keeping the inventory of hardware, software and computer supplies up to date
- Installing print related toner and other consumables
- Maintaining stock levels of consumables, and re-ordering as required
- Liaising with vendors for warranty and other repairs
- Other ICT support related requests

Main Duties and Responsibilities

1. To provide desktop support to students and staff in a networked Windows 10 & Apple environment

- Resolve login problems
- Support staff and students with logins and access to all the IT systems including Windows 2016 based domain access
- Support staff with audio/visual in classrooms
- Assist students with laptop trolley issues
- Resolve printing issues
- Support with Google Workspace apps
- Assist users with basic Microsoft Office and other common software use

2. Installation of software (local and networked) and hardware such as PCs, laptops, printers, audio visual equipment etc:

- Network imaging of Windows OS, and configuration
- Installation of applications on desktops and laptops, as well as software deployment via Group Policies
- Installing and configuring of PCs
- Installing and configuring audio visual equipment
- Installing ad-hoc cable runs, patch panels and network ports
- Installing network devices such as switches
- Installing Network cables where needed
- Ensure antivirus and Windows are up to date

3. Identify the cause of faults and undertake basic repairs:

- Identify hardware faults such as disk, graphics, motherboard and network card problems
- Identify causes of computer performance issues
- Identify causes of application behaviour problems
- Liaise with vendors for warranty and damage repairs

4. User administration in Active Directory and other subscribed systems:

- User and group administration in AD according to in-house standards
- User and group administration in other subscribed systems such as educational applications

5. Support to other networked systems such as the VOIP phone and catering systems:

- Maintain VOIP phone system
- Support other systems such as the catering, card printing, visitor sign-in, Whitefield TV and Library systems

6. Troubleshoot wired and wireless network issues:

- Resolve TCP/IP issues
- Resolve cabling problems
- Troubleshoot wireless connectivity issues

7. Support school assemblies and other presentations with any audio visual requirements:

- Set up IT and AV for school assemblies
- Setup and support IT and AV for special events such as Open Evenings etc.

8. To provide support to mobile device users:

- Wireless connectivity of phones etc. to the school networks
- Support school Chromebooks and other mobile devices

9. Keeping the inventory of hardware, software and computer supplies up to date:

- Maintain inventory of student and staff laptops, desktops, iMacs, iPads, printers and other equipment
- Maintain software inventory and licensing information

10. Printing management:

- Install print related toner and other consumables
- Maintain stock levels of consumables, and re-order as required
- Printer permissions and user-credit management

11. Working as a member of a team:

- Refer matters beyond competence and role to other professionals in school
- Interacting professionally with teachers, colleagues and parent/carers

12. Other

- Support the school Managed Learning Environment
- To assist in providing support for the school's servers and network infrastructure.
- To assist in the monitoring of the E-safety procedures
- To provide support to pupils and staff in accessing the ICT in school and remotely, and providing advice for home computer use

General

- To participate in a programme of self / professional development to ensure skills, knowledge and understanding are added to and kept up to date
- To complete any other tasks as directed by SLT associated with the responsibilities and specification of the role

- To carry out any other general office duties consistent with the grade of the post that may be required from time to time
- Carry out any general clerical duties as determined by the IT Network Manager, for example typing of memos and reports

Promotion of School

- To contribute to whole School events as and when required at any time
- To promote and maintain the standards of the school's commitment to Safeguarding children
- To be aware of the School's duty of care in relation to staff, students and visitors and to comply with all health and safety policies at all times
- To be aware of and comply with the codes of conduct, regulations and policies of the School and its commitment to equal opportunities

WHITEFIELD SCHOOL
an Academy

PERSON SPECIFICATION

Job Title:	ICT Technician
Grade:	SCP 9-15 £26,472 - £29,214
Hours / Weeks	36 hours per week / 52 weeks per year
Reports to:	ICT Network Manager

Qualifications	
Essential	**Desirable**
1. Level 2 Qualification (or equivalent) in Numeracy and Literacy 2. Level 3 NVQ or related qualification 3. A+ or any ICT Technician qualification	1. Degree or equivalent qualification in ICT or related discipline
Experience	
4. Significant experience as a dedicated ICT Technician 5. A knowledge of general and specific ICT health & safety issues relating to self and to all potential users; 6. An understanding of the importance of a structured approach to configuration tracking; 7. In system failure, an understanding of the alternative ways to keep the school running at a basic level; 8. A Knowledge on HP switches and Meraki Wireless networks 9. An understanding of Mac integration to Microsoft Windows environment. 10. An understanding of deploying OS / Software to Windows, Mac and Chrome devices	2. Experience of Training others

Knowledge/Skills (Ability to)	
11. An understanding of the role of a knowledge-base in recording and retrieving solutions to problems; 12. An understanding of the importance of service level definition and the implications of contracts and warranties 13. A commitment to follow school procedures in budget management; 14. Ability to use effectively various types of software, including spreadsheets, databases and web pages;	3. In depth knowledge of relevant legislation including the Education Act 1996, Children Act 2004 and the Crime and Disorder Act 1998. 4. Ability to design reports to meet the requirements of the Senior Leadership Team
Personal / Other Relevant Attributes	
Essential	**Desirable**
15. Commitment to the provision and improvement of quality service provision 16. Demonstrate vigour and persistence to achieve goals and targets 17. Ability to work under pressure and meet deadlines 18. Set consistently high expectations of self and others 19. Self-motivated 20. Ability to be flexible and adaptable if required 21. A commitment to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges and developing new skills. 22. Resilient and determined to achieve goals and targets set by Senior Management 23. Commitment to the highest standards of child protection	5. Driver's Licence and or access to a vehicle for work purposes

The information on this form will be the basis on which the applicants will be assessed for short listing purposes.

Whitefield School is committed to safeguarding and promoting the welfare of children.