



JOB PROFILE: ICT TECHNICIAN

Job Setting

West Hill caters for secondary school pupils, aged 11-16, with a diverse range of special educational needs including pupils on the Autistic Spectrum. The school enjoys strong links with the local community as well as excellent relationships with both parents and governors. The school was graded "Outstanding" for the second time by Ofsted in June 2009. Whilst this post is not a classroom based appointment the school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be required to undertake an enhanced disclosure check by the Criminal Records Bureau for this post.

Job Context

West Hill School has 2 Physical Servers and currently 4 Virtual Servers, 115 Desktop Computers of those 90 are touch screen all in ones, 35 Laptops, 18 Promethean Interactive whiteboards and projectors, 14 Wireless Access Points, 8 networked printers and 7 non networked printers. Three communications cabinets around the school provide connectivity through managed switches, CAT5e cabling and fibre optic cable connects to the out buildings. There are three digital signage flat screens in the school and a digital phone system. There is currently a complement of about 30 staff.

The network is based on Microsoft Server 2008 R2 and uses Hyper-V to provide the virtual servers. All clients are or will be running Windows 7 and Office 2010. The school is currently changing its email infrastructure to Live@Edu provided by Microsoft and has a 20Mb Internet connection provided by RM and the Wireless Network uses Ubiquiti hardware/software.

We also have the ICT Helpdesk using Spiceworks, an online backup provided by CyberSupport, a website hosted with RM and designed by SchoolWebsite, a VLE provided by RM Kaleidos, the school administrative database is SIMS, the proxy server is RM Smartcache2 and the anti-virus product used is Sophos.

The post holder will be expected to have a good level of ICT experience and will have the benefit of using a recently updated and solid ICT structure which serves all aspects of school life.

Job Purpose

To communicate with teaching staff on how best to support the school's teaching and learning programmes through the integration of ICT into classroom and school pupils' club activities. To provide both long term and short term support to the use of ICT, maintenance and repair of equipment in line with good health and safety practice, ordering, analysis and maintaining inventory of capital assets. To advise and play an active role on the direction of ICT, new technologies and changes to ICT related policies.

Job Responsibilities

- Ensure helpdesk is used to report faults, problems are investigated and resolved in a timely manner.
- Build classroom and office computers and teacher laptops from the network installation procedures.
- Install networked software and apply patches and updates.
- Maintain ICT inventory of new equipment, disposals and collections of redundant stock and cartridges.
- Keep projectors, IWB's, desktop computers, servers, switches, laptops, printers, routers and scanners in good working order
- Use technical knowledge to identify and order the required components to maintain infrastructure
- Liaise with suppliers to obtain quotes and advise on preferred bidder following analysis of quotations, where required.
- Change passwords, add new users, modify users system and email accounts, monitor on line backups
- Follow Local Authority guidelines to undertake periodic SIMS upgrades
- Good understanding of the operation of the digital telephone system.
- Supervise and record loans of ICT equipment to staff
- Resolve problems and monitor pupil activity on internet.
- Keep updated with current thinking on ICT in schools', advising on implementation and changes to current networks and operating systems.
- Provide staff and whole school training
- Live@edu email administrator involving setting up, editing and deleting user accounts
- Staff training on maintaining the school website to keep the school community aware of current developments and updating digital signage
- A commitment to training and Equal Opportunities.