



The Stamford Endowed Schools

Job Description

Senior IT Services Technician

The Stamford Endowed Schools is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Hours of work

37.5 hours per week. (8.30 am to 17.00pm)

Contract period

For remuneration purposes, this contract is for 52 weeks per year. This period comprises:

Term time	42 weeks
Non-term time	3 weeks
Holidays	25 Days plus bank holidays
Bank holidays	2 weeks (excluding dates within term time)
Total	<u>52 weeks</u>

Additional hours may be required from time to time but they will be compensated by the granting of time off in lieu (TOIL), in accordance with the current agreement. Overtime is not paid.

Job Description

The Senior IT Service Technician is part of the IT Services team providing support operations alongside the IT Support Services Manager.

This role will work from the central IT services department office at Stamford School and also from the IT services department office at Stamford High School but will be deployed to any of the SES sites, as need and duties dictate.

The Senior IT Services Technician will be required to work on events promoting the schools; this is compensated by TOIL agreed in advance.

Main Responsibilities

The main responsibility of the Senior IT Services Technician is to support the IT Support Services Manager in offering a first class service to the SES community.

This role will be expected to provide 2nd line support on key areas of the schools operations as detailed below but is not limited to this list;

- The SES Sharepoint (currently sharepoint 2010) and learning gateway (SLG a portal provided by SIMS capita services)
- The Siemens IP telephone system including configuration and operation.
- The Apple environment including servers, clients and mobile devices.
- Web Services including php, html, html 5 and css.

Ancillary Responsibilities

User Management

- Supplying first and second-line technical support for Staff and Pupils – face-to-face, telephone and email
- Creation of new users including user folders and shares
- Diagnosing user faults e.g. profile faults, permission errors
- Resetting passwords and unlocking accounts
- Email configuration and mailbox creation

Hardware

- Configuration and installation of new/replacement PC hardware
- Configuration and installation of PC peripherals e.g. printers, interactive whiteboards, LCD projectors, scanners, graphics tablets etc.
- Maintenance of PCs including PC fault diagnosis, component installation and upgrades
- Installation of new networking hardware e.g. switches, wireless access points etc. (within reasonable consideration)
- Network point installation (within reasonable consideration)
- Network fault diagnosis – checking network wiring and equipment to ensure data access in all areas of SES (within reasonable consideration)

Software

- Installation of software on a local and networked basis
- Assisting users in diagnosing software faults and problems
- Liaising with suppliers/manufacturers regarding software bugs and fault resolution
- Assisting the ICT Systems Manager in ensuring licence compliance
- Installation and general understanding of key SES systems including SIMS, Schoolscomms and the PASS the finance system.

General

- Consumables distribution – assisting in the supply of printer cartridges.
- General maintenance of ICT Suites “owned” by the IT Services department –consumable supplies, room security and checking the general condition of the rooms

- Support of occasional whole school activities such as Open Days
- Attend in-house training sessions as required
- Other reasonable duties as required

Any other duties as instructed by the Head of IT Services or IT Support Manager

Line Manager: IT Support Services Manager