



Job Description

Title of Post	Senior Network Technician
FT or % PT	Full-time
Responsible To	ICT Network & Systems Manager
Responsible for	<i>Mentoring of Network Technician</i>
Qualifications required	Please see personal specification
Experience required	Please see personal specification

JOB PURPOSE

To assist the ICT Network & Systems Manager in providing an efficient and effective ICT service to staff and pupils ensuring standards in ICT delivery are met, acting as mentor to the ICT Technician and provide advice, technical expertise to improve the schools computer networks.

Responsibility of the schools help desk system ensuring requests are dealt with within specified SLA's.

PRINCIPAL RESPONSIBILITIES (not exhaustive)

Networking

1. Assist in managing the Windows Server 2008/2012 network utilising Active Directory.
2. Assist in managing and developing the school's internal systems, such as Sharepoint 2010 & SIMs.
3. Create and delete new users, manage the allocation of user space and reset password as appropriate.
4. Maintain, repair and extend network cabling as necessary.
5. Ensure server storage is used effectively and backups are maintained.

Hardware

1. Maintain an inventory of all computers, printers, projectors, IWB, etc.
2. Set up, test and install new computers in new locations on the network.
3. Manage laser printers and photocopier configurations, reserving addresses and setting up print queues.
4. Liaise with support companies regarding hardware and software problems and maintain records/logs as appropriate.
5. Provide general maintenance of ICT.
6. Monitor and order printer toners and other ICT network consumables.

Software

1. Give advice and support in maintaining Microsoft Office suite(2010)
2. Assist in maintaining application software on the network.
3. Maintain effective network security, including regular virus detection and updates.
4. Maintain all software licences.
5. First/second line troubleshooting on computer and server systems.

General

1. Undertake one-off projects as defined by the Network & Systems Manager and/or the requirements of the school.
2. Undertake staff training in any and all aspects of school ICT hardware/ software as required.
3. Give support and advice to all staff to assist in developing their own technical capabilities/knowledge.
4. Give updates/ reports to the school management team on ICT developments as required

OTHER RESPONSIBILITIES

1. Work with the ICT Network Manager in supporting ICT and other technological developments in curriculum and/or administration areas.
2. Participate in training and development activities as required.
3. Undertake any other reasonable tasks as requested by the school management team.

Name:_____ Signature: _____ Date:_____

Senior ICT Network Technician

Name:_____ Signature: _____ Date:_____

ICT Network & Systems Manager

Personal Specification

School Danes Hill School, Oxshott
Title of Post Senior Network Technician
Salary To be agreed

Qualifications and Professional Memberships	Essential/ Desirable
HNC, A Level, NVQ 3, HND Level or equivalent with a number of years of experience in a relevant role OR Broad vocational experience, acquired through a combination of on-the-job training experience	E
Full or Associate Membership of British Computer Society	D
Technical Competencies (Experience and Knowledge) <i>This section contains the level of competency required to carry out the role</i>	
Experience of working independently and without close supervision	E
Knowledge and understanding of the work practices, processes and procedures relevant to the role, which may include broader sector/commercial awareness	E
Operating knowledge of service/systems/processes to provide first line advice and guidance, typically of a more technical/specialised nature, to users	E
Established knowledge of current Windows operating systems in a networked environment	E
Established knowledge of issues affecting wireless network communications	E
Established knowledge of current IT trends in areas such as workstation management, PC hardware, workgroup printing and good up to date knowledge of core PC applications including MS Office, Windows XP/Vista/7	E
Effective written and oral communication skills	E
Good interpersonal skills, including the ability to work as a team member, but also having self motivation when working independently	E
Willingness to learn new skills and broaden knowledge	E
Experience/knowledge of working with Server 2003/2008/2012, Microsoft Exchange & Active Directory	E
Web design/database/programming skills	D
Ability to convey technical problems to non technical staff	E
Experience working within the Education Sector	D
Experience/knowledge of Capita's SIMS application	D
Experience/knowledge of Apple/Unix	D