

# Job Description



**JOB TITLE:** SENIOR ICT TECHNICIAN  
**HOURS:** 37 hours per week, 52 weeks per year  
**RESPONSIBLE TO:** SMT, Business Manager and ICT Manager

## **Main purpose of the role:**

To provide technical support for all Windows computers and associated ICT equipment throughout the school and ensure the equipment is maintained to a high standard to support student learning.

## **Main Tasks:**

1. Provide 1<sup>st</sup>/2<sup>nd</sup> line technical support to staff and students in the use of Windows desktop and Server operating systems, PC hardware and associated Software across multiple sites.
2. Creating and managing user accounts and other network resources in a Windows Active Directory environment
3. Identifying and fixing problems with networking infrastructure such as network printers, IWB's and Wi-Fi access points with minimal supervision across multiple sites.
4. Working with Windows based network services such as AD, WSUS, WDS, DPM, DFS, Office 365, Exchange, SQL and Hyper-V across multiple sites.
5. Be prepared to work flexibly and to provide support for evening training sessions, parent evenings and school productions requiring ICT technical support.
6. To work closely with the ICT Manager and other ICT Support staff on any projects or support requirements related to the Schools ICT requirements.
7. To work independently under instruction from senior ICT Staff at remote sites.
8. To demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the ICT Manager/Business Manager.
9. To perform such other tasks as may reasonably be required by the ICT Manager or Business Manager.
10. To carry out the above duties in accordance with the County Council Equal Opportunities policies

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This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post. The school reserves the right to change or up-date this job description and/ or the place of work after consultation with the job holder.

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SIGNATURE OF JOB HOLDER:

DATE:

SIGNATURE OF LINE MANAGER:

DATE:

# Person Specification



**JOB TITLE:** SENIOR ICT TECHNICIAN

**RESPONSIBLE TO:** SMT, Business Manager and ICT Manager

This person specification lists the qualifications, experience, knowledge, skills, abilities and personal qualities of the person required to undertake the post. It will be used by the school to assist in drawing up a shortlist of candidates for interview, and during the interview/selection process. Applicants should provide evidence to demonstrate their suitability for the position and how they meet the requirements of the person specification in the application form and any supporting statement.

|                                | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Desirable                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| Qualifications                 | Educated to level 2 Literacy, Numeracy and IT (or equivalent).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>To have studied in an IT related field at College or University level.</li> <li>To hold a Microsoft or other relevant IT industry certification.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Job Experience and knowledge   | <ul style="list-style-type: none"> <li>Experience of working in an ICT Support Department supporting multiple users.</li> <li>Knowledge and experience of identifying and fixing problems with Windows desktop and Server operating systems, PC hardware and Software.</li> <li>Knowledge and Experience of creating and managing user accounts and other network resources in a Windows Active Directory environment.</li> <li>Knowledge and experience of identifying and fixing problems with networking infrastructure such as network printers, IWB's and Wi-Fi access points.</li> <li>Knowledge and experience of working with Windows based network services such as AD, WSUS, WDS, DFS, DPM, Office 365, Exchange, SQL and Hyper-V.</li> </ul> | <ul style="list-style-type: none"> <li>An understanding of child protection and its importance within the school</li> <li>Previous experience of operating as a technician or of working on a helpdesk in an education or industry environment supporting Windows desktop systems.</li> <li>Previous experience of operating as a technician or of working on a helpdesk in an education or industry environment supporting Windows desktop systems.</li> <li>Previous experience of carrying out Windows server support or maintenance in an education or industry environment.</li> <li>Previous experience in the support of users across multiple sites.</li> </ul> |
| Skills/Abilities& Competencies | <ul style="list-style-type: none"> <li>To have an understanding of computer software and hardware and to be able to train others in using these resources.</li> <li>To have an understanding of Windows Server\Client networks and the underlying technologies and physical infrastructure.</li> <li>Ability to successfully convey training information, either orally and/or in writing, to colleagues, students, partners, and governors etc.</li> </ul>                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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|                    | <ul style="list-style-type: none"> <li>▪ Ability to work in an organised and methodical manner.</li> <li>▪ Ability to maintain accurate details and records of ICT resources.</li> <li>▪ Ability to effectively prioritise your own workload and that of ICT apprentice staff as required.</li> <li>▪ Ability to work with, and enjoy working with young people.</li> <li>▪ Ability to work effectively as part of a busy team or on own initiative when required.</li> <li>▪ Ability to work independently under instruction from senior ICT Staff at primary/junior school sites, taking responsibility for primary/junior school networks for day to day support and to assist with planning upgrades and improvements alongside the ICT Manager and System Administrator as required.</li> </ul> |                                                                                                                                                                                                                            |
| Personal Qualities | <ul style="list-style-type: none"> <li>▪ Willingness to participate in further training and developmental opportunities offered by the school and the County Council, to further knowledge.</li> <li>▪ Flexibility with regard to working hours, to ensure community provision is achieved.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>▪ Ability to demonstrate commitment to Education Departments Equality of Opportunities Policy.</li> <li>▪ Ability to travel independently to multiple sites as required.</li> </ul> |