

Job Title:	ICT Support Senior Technician (MIS/Network)
Responsible To:	ICT Support Department Manager/ICT Strategy Leader
Salary:	Band 3 Point 17 – 21 (£16,998 - £19,317)

Basic requirements: Advanced technical knowledge

Key skills and abilities:

- ICT Skills in the support and management of operating systems, software, and server based configuration
- ICT Skills in the support and installation of computer hardware, printers and other peripheral equipment
- Basic understanding of MIS structures and usage
- Ability to enter data accurately and independently
- Good communication and interpersonal skills, tact and sensitivity
- Ability to work on your own, as well as a member of a team
- Ability to take personal responsibility for meeting targets
- Ability to work outside of normal hours, if required

Job description:

- Follow instructions to support the use of hardware, such as installing drivers
- Perform PC hardware repairs and upgrades
- Diagnose and resolve PC, printer, peripheral and software faults
- Support the configuration of Active Directory objects and Group Policy
- Install and test new peripherals.
- Work with ICT Strategy Leader to implement MIS policies and procedures
- Entry of timetable curriculum structure
- Install complete applications and set software options, such as default directory
- Carry out any required maintenance of applications. (e.g. install service packs)
- Install and maintain standard network cabling and infrastructure
- Perform diagnostic and recovery routines on network equipment
- Follow detailed instructions to configure network clients
- Maintain user accounts and permissions
- Perform technical administration tasks as required
- Ensure safety checks are carried out and escalate problems as required
- Follow relevant H&S procedures and raise awareness among staff, pupils and other users
- Note risks to ICT systems and suggest precautions
- Follow extended maintenance procedures according to a defined schedule
- Implement and suggest improvements to school backup, virus protection and security policies
- Search knowledgebase/logs of previous calls to inform diagnosis and resolution

- Record detailed diagnostic information
- Perform service desk duties as required
- Work to a clearly defined service definition and note problems in maintaining service levels
- Track external support calls and report performance of external contracts
- Identify possible ICT requirements and outline specifications for a solution
- Contact suppliers
- Produce detailed help sheets and other documentation

Such other duties as may be required by the Headteacher.

THE DUTIES AND TASKS OUTLINED ABOVE ARE NOT INTENDED TO BE EXHAUSTIVE AND OTHER DUTIES MAY BE REQUIRED FROM TIME TO TIME.