

Job Title:	ICT Support Technical Manager
Responsible To:	ICT Support Department Manager
Band:	Band 4 Point 26 – 30 (£22,443 - £25,727)

Key skills and abilities:

- Ability to manage advanced ICT technical support to administrative and curriculum areas as required
- Ability to lead on the commissioning and configuration of ICT systems, networks and equipment; including hardware, peripherals, and software
- Ability to manage the performance monitoring of ICT resources
- Ability to perform advanced diagnosis and resolution of network infrastructure, software and hardware faults
- 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:

- Have an holistic understanding of core concepts – DNS, DHCP, VLAN, SAN, Active Directory, Group Policy, Virtualization (server, desktop, application), Wi-Fi etc
- Perform advanced diagnostic procedures on hardware, peripherals and applications
- Advise on the continued development of ICT infrastructure e.g. telephone systems, cloud services, virtualization, server based technologies
- Design and implement network infrastructure to meet the school's requirements
- Manage active network components including switches, routers and wireless systems
- Install additional servers and upgrade client operating systems
- Set up firewalls, maintain Internet filtering systems and manage remote access
- Maintain and regularly review whole-school system contingency plans
- Ensure system continuity and data safety through planning, documentation, monitoring, and troubleshooting
- Design and implement the school's ICT backup and virus protection policies
- Implement appropriate security systems to protect hardware, data and confidential information
- Prepare reports, audits and any other material necessary for the monitoring and development of ICT in school
- Ensure basic safety checks are carried out and escalate problems as required
- Follow relevant H&S procedures and raise awareness among staff, pupils and other users.
- Give appropriate level of advice on compatibility of applications with existing systems, based on user requirements
- Search a knowledgebase/logs of previous calls to inform diagnosis and resolution
- Work to a clearly defined service definition and note problems in maintaining service levels.
- Track external support calls and report performance of external contracts.
- Have an holistic view of the school's ICT capabilities and contribute to improvement to meet future needs
- Advise and train individual staff and pupils
- Contact suppliers

- Produce detailed help sheets and other documentation
- Regularly access key ICT publications to keep abreast of changes and developments

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.