

OXTED SCHOOL

Job Description

Senior ICT Technician



1.	CURRENT JOB HOLDER:							
2.	RESPONSIBLE TO:	LEWIS BURGESS - NETWORK MANAGER						
3.	GRADE:	S7						
4.	HOURS: Start/finish times negotiable		MON	TUES	WEDS	THURS	FRI	TOTAL HOURS
		START	08:30	08:30	08:30	08:30	08:30	36
		LUNCH	45 Minutes	45 Minutes	45 Minutes	45 Minutes	45 Minutes	
		FINISH	16:30	16:30	16:30	16:30	16:30	
5.	WEEKS PER YEAR:	52						
6.	DATE:	January 2014						
7.	JOB PURPOSE:	To provide first and second line technical support to staff and students by working flexibly and collaboratively within the ICT Technical Team and SIMS Manager.						
8.	KEY TASKS The principal accountabilities of the role are set out below but they are not intended to reflect an exhaustive list of duties.							
8.1	To provide first and second line technical ICT support throughout the school. To manage and provide support to first line IT Technicians.							
8.2	Assist the Network Manager in the maintenance, configuration and upgrade in all aspects of the School's ICT Network.							
8.3	To play a key role in the Network Management team in a wide range of tasks, including hardware, software & network installation, fault diagnosis, maintenance & support.							
8.4	To build, setup and deploy applications and plugins over the network. Setup and deploy software for electronic examinations. Administer and maintain existing applications, e.g. Accelerated Reader, Fronter, Kerboodle, Lucid, Oliver, SAM Learning, SolidWorks & SNAB.							
8.5	To maintain a robust backup programme.							
8.6	To carry out routine tasks in Microsoft Exchange, e.g. Mailing Lists & User creation.							

8.7	To maintain the SIMS.net suite; Installing patches, updates and resolving technical issues as appropriate. Liaise with the SIMS Manager and Capita. To provide occasional support to parents with SIMS Learning Gateway technical issues.
8.8	To assist in the maintenance of the Telephone and Voicemail systems.
8.9	Assist in the review of CCTV footage.
8.10	Work with the Network Manager to ensure system integrity is maintained at all times.
8.11	To maintain the school wide ICT licensing and Inventory systems. To provide liaison with external support contractors e.g. RM, Capita and 4S. To assist the Head of ICT in email misconduct procedure.
8.12	Provide technical support to ensure publication of the timetable by the end of the Summer Term and to be prepared to undertake appropriate (NovaT6) SIMs training.
8.13	Perform any other reasonable task at the request of the School.
9.	REVIEW This job description will be subject to annual review and updating in light of the changing needs of the school. Changes will be made subject to consultation with the job holder at their annual performance review.
10.	GENERAL All staff have a responsibility to the welfare and safeguarding of all students.

DATE OF APPROVAL:

SIGNATURE OF LINE MANAGER:

SIGNATURE OF JOB HOLDER: